

# Survey of Political Values in Quiché

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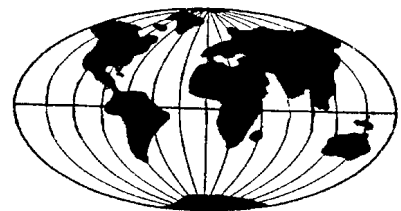
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## **Executive Summary**

In 1992, USAID commissioned the design and implementation of the Democratic Indicators Monitoring System (DIMS) for Guatemala. The purpose of DIMS is to collect and analyze data on the state of democratic values relevant to USAID strategic objectives in Guatemala and to assess how those values change over time. The core of the system is a survey that utilizes a carefully designed questionnaire that is administered to a scientifically drawn, national sample of Guatemalan households. National surveys have been conducted in the Spring of 1993, the Spring of 1995, the Spring of 1997, and the Fall of 1999.

In 1999, USAID decided to supplement the national survey with a survey providing representative data for the Department of Quiché. There is particular interest in this Department because it is an area in which much USAID supported activity related to democracy programs is occurring.

### **Major Findings**

This report presents information on the population of the Department of Quiché that can serve as a baseline for future comparisons, and compares results from the Department to those from Guatemala as a whole. The population of Quiché is quite different from the national population in several important respects. The percent of the population in Quiché that self-identifies as indigenous is much greater than in the country overall and the population is also much more rural, and is younger and somewhat less educated in Quiché.

Central to the DIMS surveys are the concepts of political system support and support for democratic liberties. System support is defined as the legitimacy accorded by the populace to the political system in general and to its component institutions. Support for democratic liberties (or political tolerance) is the set of values that focus on the acceptance of democracy within the context of democratic order. Highlights of the findings with respect to support for the political system and support for democratic liberties include:

- Support for the political system overall is essentially the same in Quiché as in the country as a whole. However, public confidence in the Army and in the police is significantly lower in Quiché than in all of Guatemala.
- The overall level of support for the right to dissent (political tolerance) is essentially the same in Quiché as in the rest of the country. However, residents of Quiché are more tolerant of participation in public protests and demonstrations and more supportive of the rights of all Guatemalans regardless of their political views to run for public offices.

- The survey also gathered information on perceptions of local and national level problems, attitudes toward municipal government, and types and levels of civil society participation. Major findings include:
- Residents of Quiché were asked to identify the most serious problem in their community. About a third of the respondents indicated that the most serious problem was the cost of living, the lack of employment or another answer that also was categorized more generally as pertaining to household economics. The next most frequently given response was potable water (16% of respondents), followed by crime (8%).
- As in Guatemala overall, in Quiché the political institution in which people have the greatest confidence is the municipal government. In Quiché about three-quarters of the respondents indicated they found the quality of their municipal services to be at least acceptable, with nearly a third rating them as either “good” or “excellent”.
- Residents of Quiché also say the municipality is more helpful in resolving community problems than are the central government or legislative deputies, although about half the respondents in Quiché indicated they had never asked the municipality for help, compared to 67 percent of the respondents in Guatemala overall. Of the respondents in Quiché and Guatemala overall, who had approached their municipal officials with a complaint or request, about three-quarters indicated they were satisfied with the results they received.
- Participation in civil society organizations is significantly higher in Quiché than in Guatemala overall. On the average, residents of Quiché participate in 2.4 different types of civil society groups, with the indigenous males being more active than Ladino males or than women in either ethnic group.
- In Quiché, as elsewhere in Guatemala, there is a positive relationship between participation in civil society organizations and participation in municipal life through attending municipal meetings or making demands on the municipality.

Crime is a major issue throughout Guatemala, and assisting the Government to increase the effectiveness and credibility of its justice system is a high programmatic priority of USAID. An important feature of the USAID support in Quiché is assistance in the criminal justice arena, and a major focus of the report is on attitudes about crime and the justice system. Highlights of the findings in this regard include:

- Substantially fewer respondents in Quiché than in Guatemala overall indicated that they or a family member had been a victim of crime within the past year. However, if the Guatemala City metropolitan region is excluded, the percent of persons saying they or a family member had been a victim of crime is about the same in Quiché as in the rest of the country. Also in Quiché and the country overall, the percent of people who are afraid of crime is more than twice the percent of those who have been a victim.

- Violence against women is believed to be a serious problem by well over half of the population of Quiché, as well as of respondents in the rest of Guatemala. Less than 10 percent of respondents believe that it is not a problem at all.
- Attitudes toward the police, the Public Ministry and the courts are more negative in Quiché than in Guatemala overall. Although most of the population of Quiché has had limited direct contact with the police, only about one fifth of those who do have direct dealings are satisfied with the result. Encounters with the Public Ministry's representatives in Quiché are more frequently perceived to be more unsatisfactory than are similar encounters in the country overall. The data also indicate that in Quiché persons who have had direct encounters with the criminal system, either by making a complaint or simply having a family member who has been the victim of a crime, are more dissatisfied with the courts than are similar people in Guatemala as a whole.
- In Quiché the negative attitudes toward the police, the Public Ministry and the courts are basically the same for Ladinos and the indigenous population, except that among respondents who have been victims of crime or who have reported a crime the indigenous are slightly less negative than the Ladinos. The similarity in responses is consistent with the view of over half of both groups that Ladinos and indigenous are treated about the same by the police and the courts.
- In Quiché, as in Guatemala overall, about one third of the population indicated they think it is appropriate for people to take justice into their own hands when they believe their governmental officials have not fulfilled their responsibilities.
- The satisfaction with past dealings with the justice system significantly affects the level of trust or confidence that the system receives. Whether in Quiché or the country overall, the most significant predictor of confidence in the police is the level of satisfaction with prior dealings with the police. The same is true for the Public Ministry and the courts.
- The strongest predictor of attitudes toward the justice system overall in Quiché and Guatemala overall (i.e., a composite of the police, Public Ministry and courts) is satisfaction with the Public Ministry, indicating that it plays a particularly strong role in shaping public perceptions of the system as a whole.
- In Quiché as in Guatemala overall, a majority of the respondents indicated that they have a "very good" or a "fairly good" opinion of the Peace Accords.

# Chapter 1

## Introduction

In 1992, USAID commissioned the design and implementation of the Democratic Initiatives Monitoring System (DIMS) for Guatemala. The purpose of DIMS is to collect and analyze data on the state of democratic values relevant to USAID strategic objectives in Guatemala and to assess how those values change over time. The core of the system is a survey that utilizes a carefully designed questionnaire that is administered to a scientifically drawn national sample of Guatemalan households. National surveys have been conducted in the Spring of 1993, the Spring of 1995, the Spring of 1997 and the Fall of 1999. The results of each survey have been reported separately.<sup>1</sup>

In 1999, USAID decided to supplement the 1999 national survey with a survey providing representative data for the Department of Quiché. The national samples included interviews with residents from Quiché, but those scientifically drawn samples were designed to be representative of the nation as a whole, not of any particular department. Because Quiché is an area in which much USAID-supported activity related to its entire portfolio of programs is occurring, there is particular interest in this department and in comparisons between it and the rest of the country.

### The Survey Context

The population of the Department of Quiché is predominantly indigenous and rural. According to the 1994 census, the Department of Quiché has 437,669 inhabitants, is 83 percent indigenous and 85 percent rural. To put this into perspective to the country as a whole, Guatemala has 8,331,874 inhabitants, is 43 percent indigenous and 65 percent rural. The indigenous languages spoken in Quiché are Quiché, Ixil and Uspanteco.

The Department of Quiché is in the Northwest of Guatemala and has an approximate area of 8,378 square kilometers. Politically, it is divided into 21 municipalities. The topography of Quiché comprises valleys, peaks, deep ravines,

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<sup>1</sup> Mitchell A. Seligson, Malcolm B. Young, Cynthia Hamill, Dinorah Azpuru de Cuestas and Max Eduardo Lucas. *Fourth Report: Guatemalan Values and Prospects for Democratic Development: with emphasis on Civil Society Participation and Attitudes Regarding Crime, Due Process and Authoritarian Regimes.* (Arlington, VA: Development Associates, Inc. 2000). Mitchell A. Seligson and Malcolm B. Young, with the collaboration of Max Eduardo Lucas and Dinorah Azpuru de Cuestas. *Third Report: Guatemalan Values and Prospects for Democratic Development, with emphasis on Civil Society Participation, Local Government and the Justice System.* (Arlington, VA: Development Associates, Inc. 1998). Malcolm B. Young, Mitchell A. Seligson and Joel M. Jutkowitz, with the collaboration of Max Eduardo Lucas and Dinorah Azpuru de Cuestas. *Second Report: Guatemalan Values and Prospects for Democratic Development* (Arlington, VA: Development Associates, 1997). Mitchell Seligson and Joel M. Jutkowitz, with the collaboration of Max Eduardo Lucas and Dinorah Azpuru de Cuestas. *Guatemalan Values and Prospects for Democratic Development* (Arlington, VA: Development Associates, 1994).



elevated plateaus, and the Chuchumatanes mountain range. This variability of altitudes results in a multitude of climates in the department. The municipalities of Quiché are as diverse as the climate, they include tourist and agricultural markets, archeological sites as well as isolated rural villages.

The civil war in Guatemala was especially hard on the Department of Quiché. Many of the citizens were caught in the crossfire between the military and the guerilla fighters<sup>2</sup>. Rebuilding and rejuvenating the infrastructures of the department have become a priority for USAID in Guatemala, and three major activities have been implemented recently. One is a local governance project whose goal is to increase citizen participation in local government and improve government services. A second is a non-violence project that concentrates on the support systems that are available for female victims. The third is an administration of justice center which strengthens the justice sector.

### Sample and Questionnaire

The report on the 1993 survey fully describes the survey instrument used, including the basis for its validity and reliability, and the national sample that was drawn.<sup>3</sup> The 1999 survey replicated the 1993 sample design and data collection procedures, although starting in 1997 we used the 1994 revised census maps in order to more accurately reflect the current population. Of the national sample, 3 percent of the respondents in 1999 are from the Department of Quiché. The sampling procedures for the 1999 Department of Quiché were essentially the same as for the national sample, except that drawing a statistically representative sample of the department rather than the entire country was the goal.

Table 1.1 lists the municipalities that were included in the sample of Quiché as well as the number of interviews per municipality. The table also provides the percent of the population that was sampled in each municipality, for example 20 percent of the sample was taken from Chichicastenango because that municipality is relatively populous (17 percent of the Quiché population is in Chichicastenango).

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<sup>2</sup> Stoll, David. 1993. Between two Armies in the Ixil towns of Guatemala. Columbia University Press: New York.

<sup>3</sup> Seligson and Jutkowitz, op. cit., 1994. pp. 4-8.

Table 1.1: Quiché Sample

Municipality	Number of Interviews	Percent of Interviews
Santa Cruz del Quiché*	50	10%
Chiché	20	4
Chinique	30	6
Zacualpa	20	4
Chajul	10	2
Chichicastenango	100	20
Patzité	20	4
Cunén	40	8
Joyabaj	10	2
Nebaj	40	8
San Andrés Sajcabajá	31	6
Uspantán	40	8
Sacapulas	20	4
San Bartolomé Jocotenango	29	5
Pachalum	40	8
<b>Total</b>	<b>500</b>	<b>100</b>

\* Capital of Quiché.

The map in Figure 1.1 depicts the Department of Quiché and the 21 municipalities and their relative sizes.



**Figure 1.1: Map of the Department of Quiché**

Unlike the national sample that was weighted to adjust for under-representation of rural areas, the Quiché sample is self-weighted. The report on the 1993 survey explains the rationale of the weighting technique used for the national sample.<sup>4</sup> A comparison of the 1994 Census data with the Quiché sample finds that demographic characteristics are similar in terms of ethnicity, urbanicity and gender. The 1994 Census data found that 15 percent of the Quiché inhabitants live in an urban area, as opposed to the 16 percent in our sample, the Census also found that 83 percent of the Quiché population self-identified as indigenous, which is the same in our sample. In addition, the percent of males in the department is 49 percent while our sample has 51 percent males. Because these important demographic data are so similar, the Quiché data has been analyzed unweighted.

<sup>4</sup> We used the 1994 census figures to revise the weighting scheme based on education (see the appendix of the first report in 1993 for details). In order to maintain similarity with prior reports, however, we did not modify the weights for 1993 and 1995 based on a retrospective application of the 1994 census data.

For the previous years of the DIMS, the survey instrument was translated into Mam, Quiché, Kekchi, and Kakchikel in order to include potential respondents who did not speak Spanish. Nationally, these are by far the four most frequently spoken indigenous languages. A majority of the Quiché populace speak indigenous languages, more than in the national sample. Mayan languages that are spoken in the Department of Quiché are Quiché, Ixil and Uspanteco, with the majority of the population speaking Quiché and Ixil. Therefore the survey instrument was translated into Ixil and data collectors who speak both Spanish and Ixil, as well as Spanish and Quiche, were hired to interview in the Department of Quiché. Because only a small number of persons speak Uspanteco, and almost all of them speak either Spanish or Quiché as well, it was determined not to be cost effective to create an Uspanteco version of the questionnaire<sup>5</sup>.

Because of USAID programmatic interests, in 1997 and 1999 several items from previous versions of the DIMS questionnaire were dropped and replaced with items pertaining to participation in local and civil society organizations and to citizen experience with and perceptions of the criminal justice system. The questionnaire and data collection procedures were the same for the Quiché and the 1999 national surveys except for an item concerning lynchings. The item (35a) in the national survey asks, "In various communities they have lynched suspected criminals. Some say that when the authorities do not follow through with their responsibilities the people should take justice into their own hands, others say that should not happen. With which opinion are you most in agreement?" Since several highly publicized lynchings have occurred in Quiché, the introductory phrase of this question was omitted in Quiché to avoid potential angry confrontations during the interviewing process.

### **Comparison of Quiché and National Samples**

As discussed above, the 1994 Census found the population of Quiché to be 85 percent rural and overwhelmingly indigenous (83 percent self-identified as indigenous). This is reassuringly similar to the study's sample of Quiché; the sample is 84 percent rural and 83 percent of the respondents self-identified as indigenous.

As shown in Table 1.2, the population of the sample of Quiché is quite different in several important respects from the population of the sample of Guatemala in its entirety. In essence, the residents of Quiché are far more heavily indigenous by dress, self-identification and language use, and they are younger, much more rural, and less educated.

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<sup>5</sup> For more details about the Mayan languages spoken in Guatemala, see SIL International's web page, more specifically: <http://www.sil.org/ethnologue/countries/Guat.html>. SIL estimates that there are 647,436 speakers of Quiché, 62,000 speakers of Ixil and 2,000 speakers of Uspanteco in Guatemala.

**Table 1.2: Selected Characteristics of the Data**

<b>Comparison Variable</b>	<b>Quiché Sample</b>	<b>'99 Survey Data</b>
Number Interviewed Unweighted	500	1200
Weighted*	500	1200
Mean age	36 years	43 years
Percent Responding in Spanish	72.4	95.9
Percent Male Respondents	51	48
Mean Education Level	3.7 years	4.6 years
Percent Urban Respondents	16	55
Percent Registered to Vote	72	74
Percent Indigenous Defined by:		
Dress	41	11
Ability to Speak Indigenous Language	82	24
Self-Identification	83	45

\*National sample is weighted, Quiché is self-weighted.

The chapters that follow present the findings of this Quiché survey and selected comparisons to the national survey of 1999. Chapter 2 provides a discussion of findings with respect to the public's underlying support for the political system, their tolerance for political differences, and our measure of political stability. Chapter 3 covers civil society, local government and political values. Chapter 4 examines crime and experiences with and perceptions of the criminal justice system. Chapter 5 explores aspects related to the prospects for peace for the Department of Quiché.

## Chapter 2

### System Support, Political Tolerance and Stability

In this chapter we compare results from the Department of Quiché to those from Guatemala as a whole with respect to support for the political system, support for democratic liberties, and the interaction between these two. We also present in greater detail descriptive information on the population of Quiché, since this is the first representative survey of the department addressing these topics and so that these findings can serve as a baseline for future comparisons. Highlights of the findings include:

- Overall, the level of support for the political system is essentially the same in Quiché as in the country as a whole. The two areas in which there is a significant difference is in the level of confidence in the Army and in the police, both lower in Quiché than in the country as a whole.
- The level of support for the right to dissent (political tolerance) is essentially the same in Quiché as in the rest of the country. However, residents of Quiché are more tolerant of participation in public protests and demonstrations and more supportive of the rights of all Guatemalans regardless of their political views to run for public offices.

#### Support for the Political System

***Elements of system support:*** The stability of a political system has long been thought to be directly linked to popular perceptions of that system's legitimacy. According to Lipset's classical work, systems that are legitimate survive even in the face of difficult times, while illegitimate systems do not have the support of the populace and can only endure over the long run through the use of repression. Authoritarian regimes survive on the basis of some combination of legitimacy and repression, while democracies tend to rely primarily on legitimacy alone.

To measure the extent of political system legitimacy for this study of political values in Quiché and the rest of Guatemala, we included a set of items pertaining to support of political institutions that were developed by researchers over a period of years and tested in a variety of country contexts. This political support scale - adapted somewhat each time to fit the specific governmental structures in each country - has now been tested in studies of Germany, Israel, the United States, Mexico, Costa Rica, Peru, Guatemala, Nicaragua, El Salvador and elsewhere. In these diverse contexts the scale has been shown to be

reliable and valid, and it has proven to be a powerful analytical tool for measuring system support and legitimacy<sup>1</sup>.

The surveys of Guatemala and Quiché in 1999 asked 12 questions that deal with support for specific institutions (e.g. the courts, the army, the legislature, and political parties). In each case, respondents were asked to indicate on a scale ranging from “none” to “a lot” the amount of confidence that they had that the institution is generally working in the interests of the people. To make the responses easier to interpret and compare, we have chosen to convert items to a common 0-100 scale, with 0 always representing the low end of the continuum and 100 the high end. We believe this is less confusing for the reader than using a different scoring method for each set of items in the study. Also, when we make comparisons using multiple regression analysis, the use of a single metric for all items allows us to compare the relative contribution of each item in the equation without having to resort to the complexity of using standard scores.<sup>2</sup>

The core of the political support scale is a five-item set of questions that have been used in each of the four national surveys in Guatemala and in several other countries as well. These items pertain to confidence in: the electoral tribunal, courts, public offices, the legislature, and political parties. As shown in the report presenting the national level findings from the fourth DIMS survey<sup>3</sup>, there has been some fluctuation in individual items, but the overall level of support based on a composite of these five items has not changed significantly since 1993. On a one hundred-point scale, the scores range from a high of 41 in 1995 to a low of 39 in 1997.<sup>4</sup>

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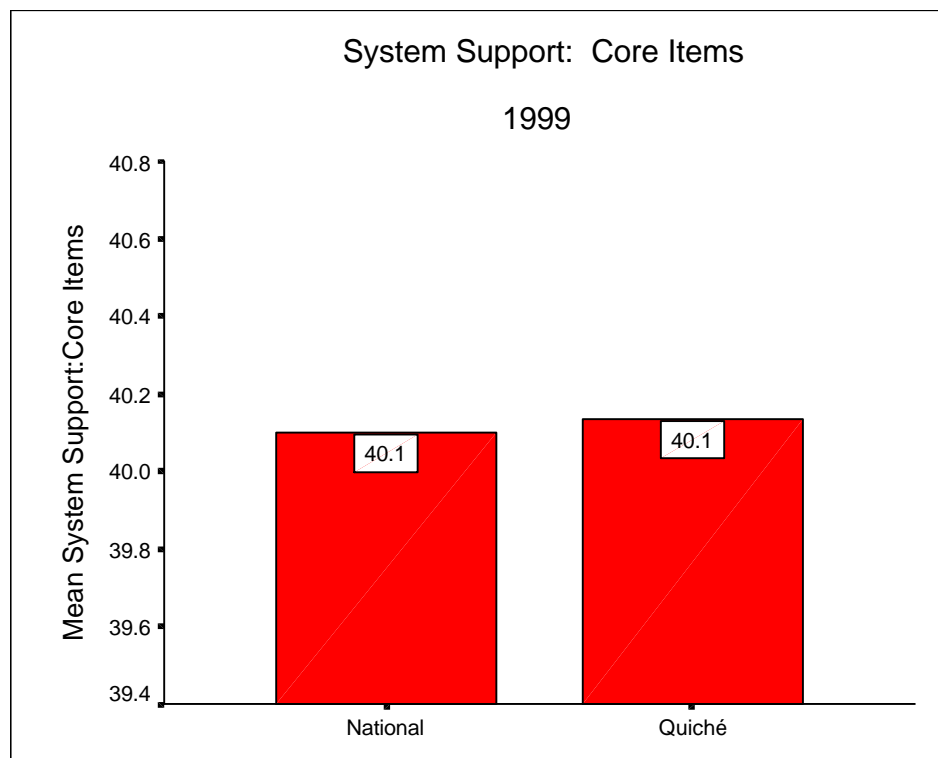
<sup>1</sup> For a review of this evidence see Mitchell A. Seligson, *On the Measurement of Diffuse Support: some Evidence from Mexico*, Social Indicators Research 12 (January 1983):1-24; Edward N. Muller, Thomas O. Jukam and Mitchell A. Seligson, A Diffuse Political Support and Antisystem Political Behavior: A Comparative Analysis, American Journal of Political Science 26 (May 1982): 240-264; Malcolm Young and Blair Rudes, 1997. National Survey of Democratic Values in Haiti and Implications for the Development of Democracy. Submitted to America's Development Foundation and USAID/Haiti. Arlington, VA: Development Associates, Inc., October. The scale has been used and reported upon in the University of Pittsburgh's Central American Public Opinion Project (1992), Development Associates' three surveys of democratic values in Guatemala (1993, 1995, and 1997), and Seligson's USAID commissioned studies in El Salvador and Nicaragua (1996).

<sup>2</sup> The arithmetic conversion of scales was performed by subtracting 1 from each item and then dividing by one less than the total number of points in the original scale and, finally, multiplying the result by 100. For example, a scale that ranged from a low of 1 to a high of 3 would first be reduced by subtracting 1 from each score, giving a range of 0-2. After dividing by 2, the lowest score would remain a 0, but the highest would be 1. Multiplying by 100 would make the maximum equivalent to 100. We followed this same procedure when we created summated scales that combined two or more items in the study.

<sup>3</sup> Seligson, Young, et al. *op cit.* 2000. pp.2-6.

<sup>4</sup> We should point out, however, that change does occur with this scale, as we have found in Nicaragua, where strong fluctuations have emerged in response, we believe, to drastically changing political and economic conditions.

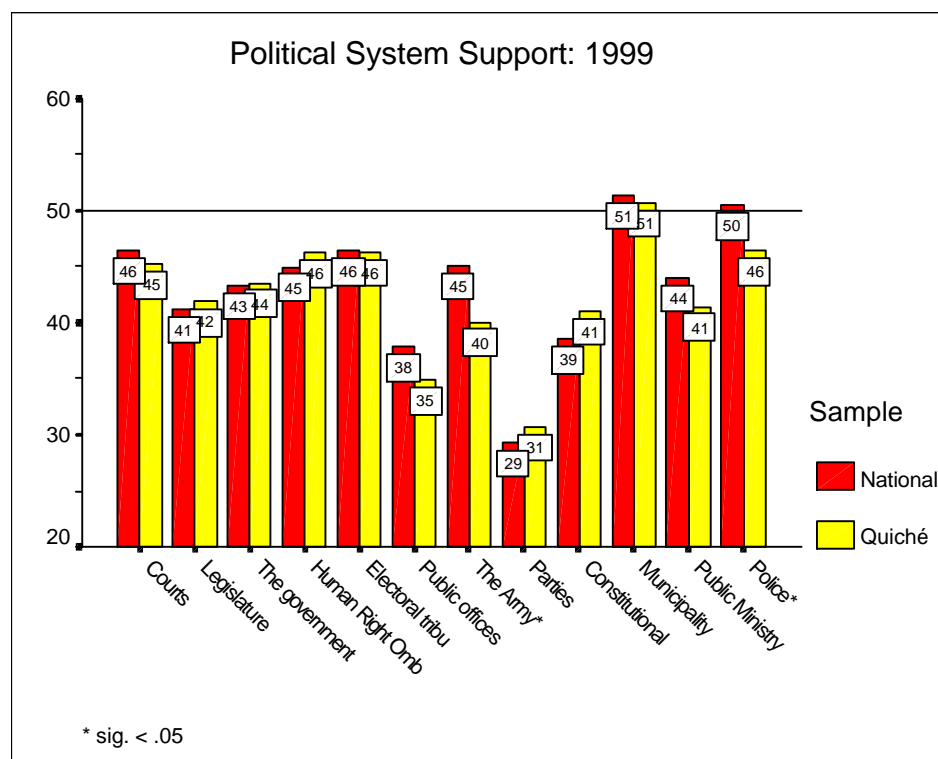
As shown below in Figure 2.1, in 1999, the composite score for the 5 core political support items was 40 for both all of Guatemala and for the Department of Quiché. To see whether differences between the Quiché and the national samples with respect to ethnic make-up, gender, relative wealth, degree of urbanicity, and education influenced the results of the analyses we re-analyzed the responses using an analysis of covariance approach. Even after controlling for these factors the results for the two samples were essentially the same.



**Figure 2.1: System Support: Core Items**



Figure 2.2 summarizes the responses for all 12 of the system support questions (i.e., the five core items plus the other seven institutional support questions) for Quiché and for the country as a whole. Analyses of the data in Figure 2.2 show that for neither Quiché nor for the country as a whole does the level of support ever rise significantly above the mid-point of the scale. Indeed, in the case of Quiché, only the municipal government reached that level of support.



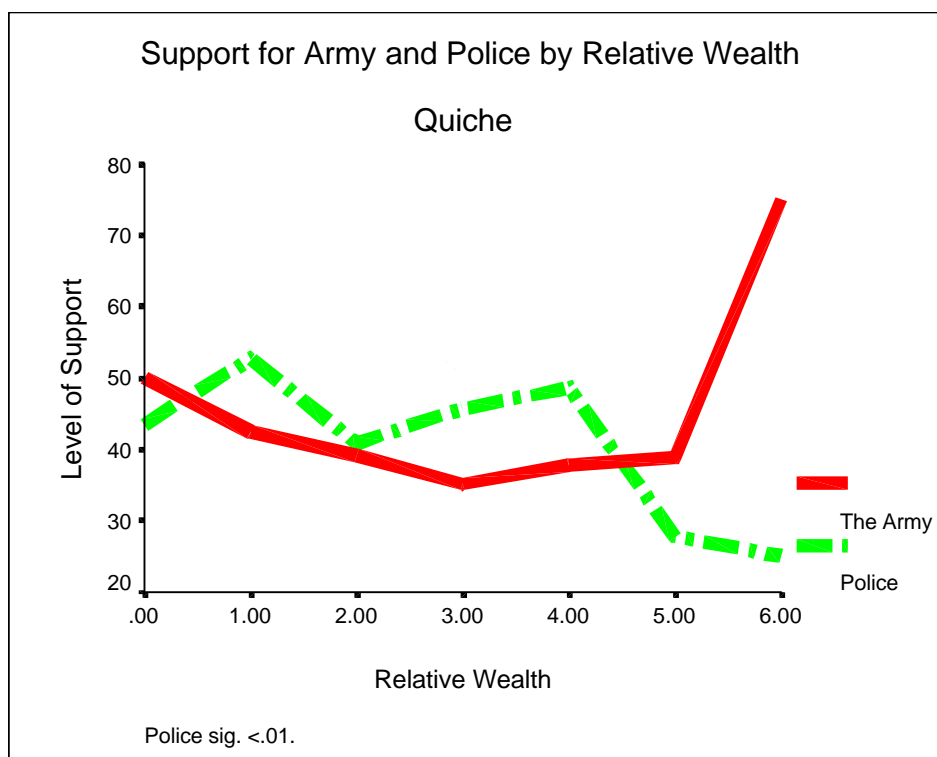
**Figure 2.2: Political System Support: 1999**

Figure 2.2 also shows that for only 2 of the 12 indicators is there a statistically significant difference between the population of Quiché and that of the country as a whole. The population of Quiché has significantly less confidence in the police and in the army than does the Guatemalan public overall.

To explore the responses from Quiché further regarding confidence in the police and the Army we analyzed the data in terms of gender, ethnicity, and urban vs. rural residency. The only statistically significant difference that emerged from these analyses was a difference between men and women with respect to the Army. Women registered 35 on our 100-point scale and men 43. With respect to ethnicity, the level of confidence

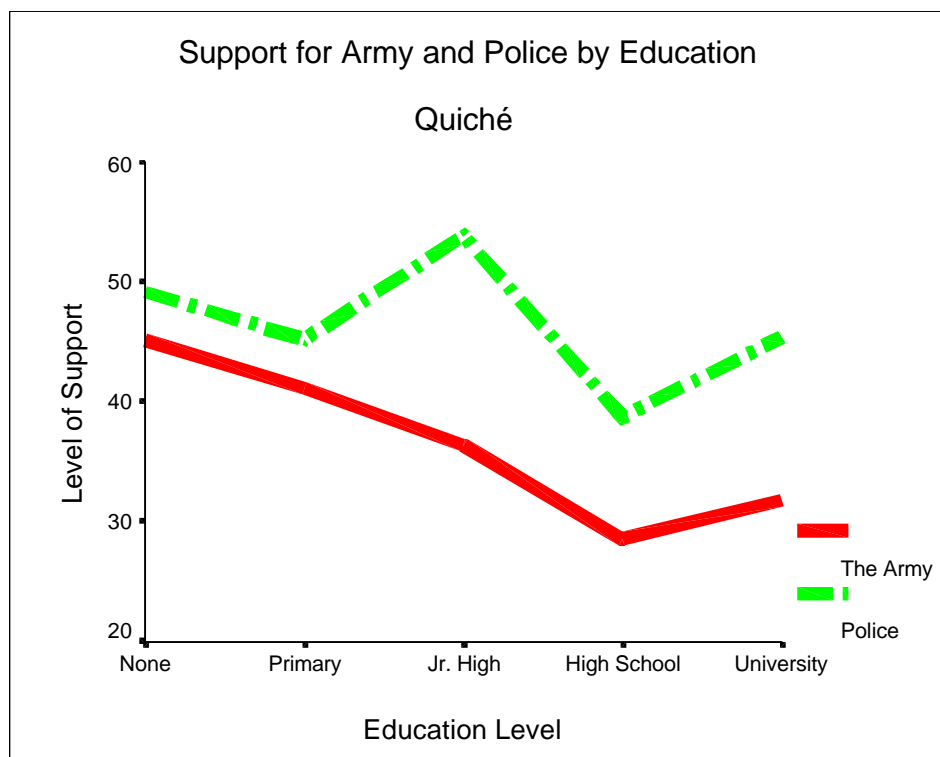
in the Army of the indigenous population was considerably lower than Ladinos (45 versus 38), but the difference is not statistically significant.<sup>5</sup>

We also assessed the responses from Quiché in terms of the education and relative wealth of the respondents. The results of these analyses are shown in Figure 2.3 and Figure 2.4 below. Consistent with the figures, our analyses showed there to be a statistically significant negative relationship between relative wealth and support for the police, but not between wealth and support for the Army. The relationships between education and the police or the Army are not sufficiently significant.



**Figure 2.3: Support for Army and Police by Wealth: Quiché**

<sup>5</sup> Because Quiché is so predominantly indigenous and rural, the differences between Ladinos and indigenous, and between urban and rural residents have to be much greater in order to reach statistical significance than differences between more evenly balanced groups such as males and females. We suspect therefore, that if our sample of Quiché had been larger, this Ladino/indigenous difference would have been statistically significant.



**Figure 2.4: Support for Army and Police by Education: Quiché**

The analyses of the responses from Quiché were also noteworthy because of the relatively high level of non-response for many of the items dealing with political support. As shown in Table 2.1, in Quiché the percent of respondents who did not answer questions about their confidence in the 12 identified institutions ranged from a high of 41 percent who did not answer the question pertaining to the constitutional court to a low of 19 percent who did not respond about their confidence in the police. This compares to a range of 22 percent not answering about courts, to 9 percent not answering about the police or local government in the national samples.

Several other points should also be made with respect to the information contained in Table 2.1. Looking across the 12 items we find that the overall non-response rate for these questions from Quiché is about twice that for the country as a whole, ranging from 1.7 times for the Human Rights Ombudsman to 3.0 times for the Army. Interestingly, the questions with the least non-response were the same for both the national level and for the Quiché surveys. These pertain to the police and to the local government – the institutions with which citizens are most likely to have direct encounters. Conversely, in both samples the level of non-response was greatest for the questions dealing with the Constitutional Court, Public Offices, the Human Rights Ombudsman and the Electoral Tribunal – the institutions with which people have the least direct contact or knowledge.

**Table 2.1****Percent Not Responding to Institutional Support Questions**

<b>Institution</b>	<b>National Sample</b>	<b>Quiché Sample</b>
Courts	14%	25%
Legislature	14	29
The Government	11	24
Human Rights Ombudsman	18	31
Electoral Tribunal	18	37
Public Offices	18	38
The Army	10	30
Political Parties	13	31
Constitutional Court	22	41
Municipality	9	20
Public Ministry	15	30
Police	9	19

Because of the relatively high non-response to the institutional support items in the Quiché sample we looked carefully at the level of non-response for all of the questions in the survey to determine whether evidence of a systematic problem with the data collection process might emerge. The results of these analyses were reassuring. The pattern of responses indicates that the questionnaire was properly administered and that respondents listened to the questions and answered as best they could. For many items the level of non-response was essentially the same in the Quiché and the national surveys (i.e., within a percentage point either way). For many other items, particularly those that asked about concrete facts (e.g., number of children, number of years of education, the respondent's religion), appropriate responses were obtained from 99% or more of the respondents in Quiché. Even many items that might be thought to be sensitive (e.g., whether respondents were members of a political party, whether they voted in the most recent election, or whether they spoke an indigenous language) were answered by over 95% of the Quiché residents we asked.

On the other hand, looking across the entire questionnaire, the overall level of non-response in Quiché is considerably greater than in the Guatemalan national sample. Since the rate of non-response is generally higher among rural than urban residents throughout Guatemala, we believe the high rate of non-response in Quiché is primarily due to the high rurality of the Department. Quiché is substantially more rural than the country as a whole.

It is also worth noting in this regard that the proportion of respondents with little or no education in the Quiché sample is considerably larger than in the sample for the country as a whole, and education, we suspect, is positively related to a respondent's ability to answer. Looking across both surveys, the data suggest that rural people with limited education, and with limited access to the media because of language barriers are not familiar with remote national institutions. Analyses of the national data show that the percentage of respondents who did not respond to the political support items is highly correlated with education. Over 90 percent of high school and university level respondents answered each of the 12 items, while the percentage of the respondents with an elementary school education or less not answering ranged from 26 percent to 58 percent.

Given the history of government supported violence in the department, a third potential explanation for non-response is fear. It might be expected that this would be a particularly important factor in explaining the non-response rate among the largely rural and indigenous population. However, our analyses do not support such a conclusion. A comparison of the responses to the institutional support items of Ladino and indigenous respondents showed no substantial differences in the rate of non-response. Also, as indicated above, almost all of the respondents in Quiché were quite willing to answer questions about their family, about their past and anticipated voting behavior, and about other potentially sensitive areas. What it appears they did not do was provide answers to questions that were outside their realm of knowledge or experience, and not surprisingly that realm was considerably more circumscribed for the residents of Quiché than for the country as a whole.

### Support for Democratic Liberties

System support is a critical factor in ensuring political stability, but stable systems are not necessarily democratic ones. Stable democracies are, presumably, undergirded with not only high levels of system support but also high levels of support for democratic norms, especially for civil liberties and political tolerance<sup>6</sup>.

As discussed at some length in the first DIMS report<sup>7</sup>, support for the right to participate and tolerance of disliked groups are central pillars of democratic political culture. Robert Dahl has argued that political cultures that support liberal, representative institutions are supported by two key mass attitudes: support for a system of widespread political participation and support for the right of minority dissent. In other words, a democratic culture is one that is both extensive and inclusive. The extensive dimension supports democratic participation and the inclusive dimension supports civil liberties for

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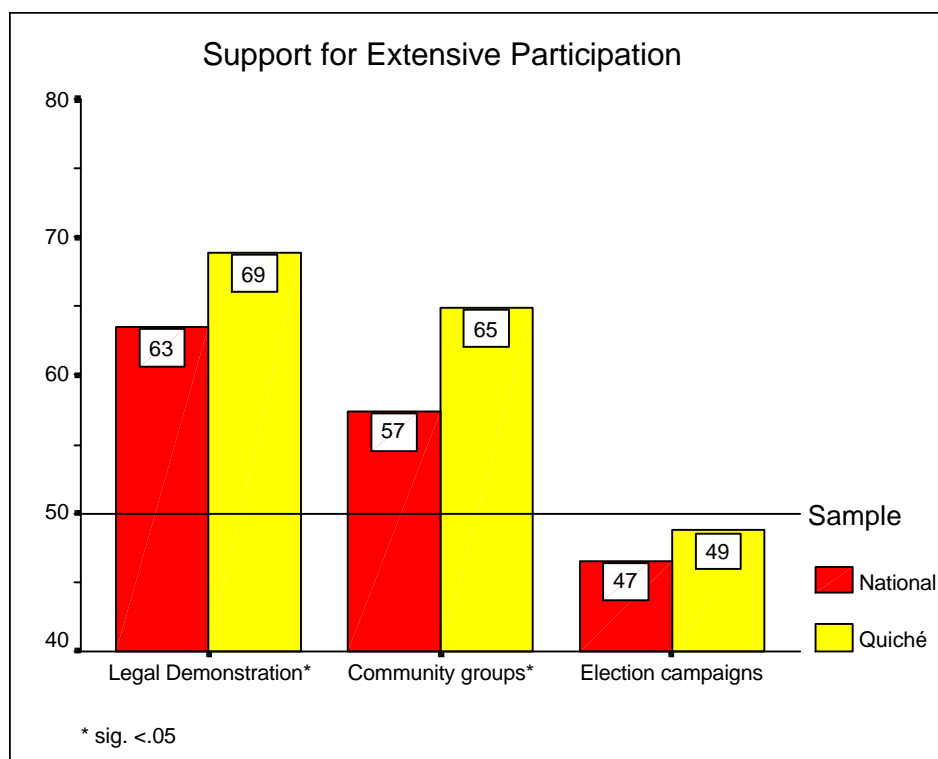
<sup>6</sup> Seligson and Jutkowitz. op. cit. 1994, pp38.

<sup>7</sup> Robert Dahl, *Polyarchy: Participation and Opposition*, New Haven: Yale University Press, 1971. Also see: Herbert McClosky and Alida Brill, *Dimensions of Tolerance: What Americans Believe about Civil Liberties*, New York: Russell Sage Foundation, 1983

unpopular groups.

**Extensive Participation:** Based on over a decade of prior research in Central America, we chose to measure extensive participation by three variables: support for participation in civic groups, political parties, and protests. Because we expected near unanimity, and thus little or no variance among respondents in Guatemala, we did not ask about support for voting, which otherwise would have been included on our extensive participation scale.

The level of support for conventional modes of political participation in Quiché and Guatemala as a whole are compared in Figure 2.5. Respondents were asked whether they approved, disapproved or were indifferent with respect to the public participating in: legal demonstrations, participating in community groups or associations in order to resolve community problems, and working for a party or a candidate during an election campaign.



**Figure 2.5: Support for Extensive Participation**

As the figure shows, the level of support with respect to participation in legal demonstrations and participation in community groups in both of the surveys was on the positive end of the scale (i.e., above 50 on the scale 0-100). Also, there is a statistically significant difference (sig. <.05) between the population of Quiché and the national survey

in the level of support for both these types of participation. The population of Quiché is more supportive of people “participating in groups or associations to try and resolve problems of their community” and in legally sanctioned public protests and demonstrations than is the country as a whole. Interestingly, both in Quiché and in Guatemala overall the support for participation in election campaigns is lower than for the other two aspects of extensive participation. This lower level of support for elections has been the case in prior national DIMS surveys and is consistent with the low level of popular support that political parties receive.

To gain more insight into the population of Quiché we analyzed the responses with respect to these three variables in terms of gender and ethnic background. As Table 2.2 shows, there were several statistically significant differences within Quiché, and some of the results from Quiché were markedly different from those obtained from the survey of the country as a whole. With respect to gender we found that in Quiché men were significantly (sig. <.05) more supportive of participation in legal demonstrations, participation in community organizations and in the electoral process than were women. On the other hand, there were no significant differences between men and women with respect to these three variables in the population of Guatemala as a whole.

**Table 2.2**

**Mean Level of Support for Extensive Participation by Gender  
Quiché and Guatemala National Surveys**

	Quiché*		Guatemala	
	Male	Female	Male	Female
Legal demonstrations	75	61	63	64
Community groups	71	56	57	57
Election campaigns	55	41	48	45

\* The difference in support by males and females is significant at <.05 for all three variables.

Our results with respect to ethnicity are shown in Table 2.3. As the table shows, there are significant differences between Ladinos and the indigenous population in both surveys. In Quiché the indigenous population is significantly (sig.<.05) more supportive than the Ladinos of participation in legal demonstrations, while the opposite is the case for the country as a whole (sig. <.01). The same is true with respect to support for involvement in community groups or associations for the purpose of resolving local problems (sig. <.01 for both samples). Unlike in the nation as a whole<sup>8</sup>, however, there is no significant difference in Quiché between the indigenous and Ladino populations with respect to support for participation in election campaigns, with both segments of the population giving such campaigns relatively low levels of support.

**Table 2.3**

**Mean Level of Support for Extensive Participation by Ethnicity  
Quiché and Guatemala National Surveys\***

	Quiché		Guatemala	
	Indigenous	Ladino	Indigenous	Ladino
Legal demonstrations	70	55	57	69
Community groups	67	47	53	62
Election campaigns	47	45	43	51

\*There are significant differences (sig <.05) between indigenous and Ladino respondents for these variables in both samples, except for support for the election campaigns in Quiché.

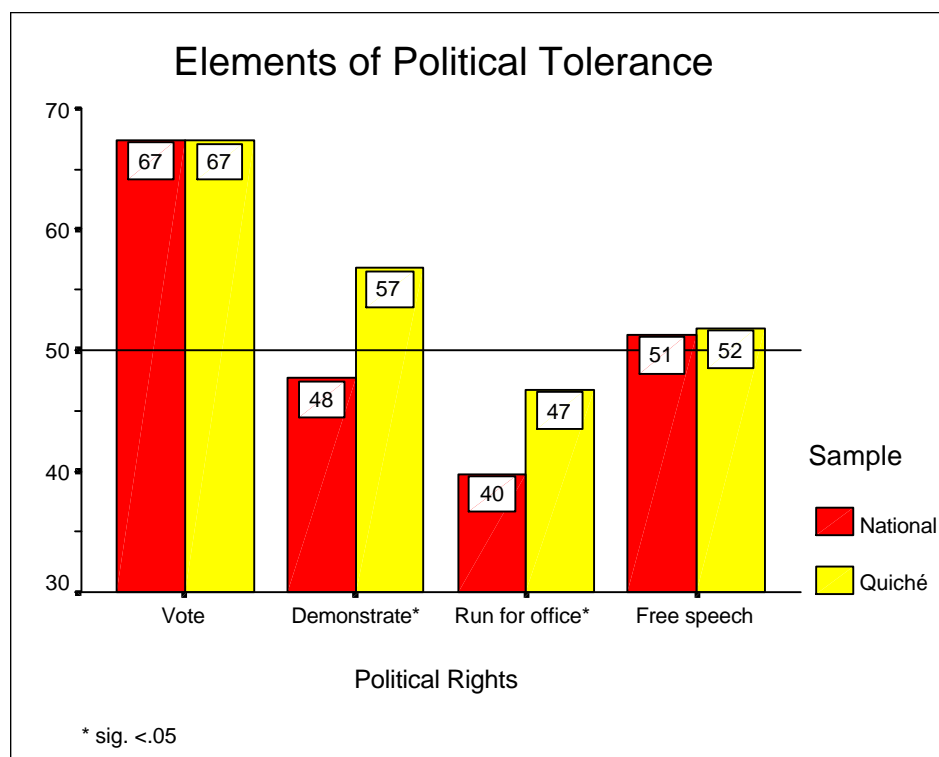
**Inclusive Participation - Political Tolerance or the Right to Dissent:** One can support a wide variety of participatory forms and still be opposed to the right of unpopular groups to participate. For this reason, we believe that inclusive, rather than extensive, participation is the more stringent test of democratic commitment. Our measure of inclusive participation is composed of four items comprising a measure of the right to dissent, in which we ask about extending to critics of the government the right to vote, organize demonstrations, run for office, and speak out.

Respondents to the items making up the political tolerance scale were asked if they were willing to extend the right to vote, demonstrate, run for office and exercise free speech (by making speeches on the radio or television) to those who are critics of their system of government. These right-to-dissent items are a stringent test of democratic liberties, and not surprisingly the scores of respondents in Guatemala (as elsewhere in Central America) are generally lower here than on the extensive participation scale.

<sup>8</sup> In the national sample Ladinos are significantly (<.01) more supportive of participation in election campaigns than the indigenous population.



Figure 2.6 displays the results from both surveys for the four variables that comprise the political tolerance scale. As the figure shows, the responses from Quiché for two of the variables – tolerance of the right to vote and to speak freely – are essentially the same as those of the respondents to the national survey. However, the Quiché respondents score significantly higher than the those representing the entire country with respect to running for public office and participating in protests or peaceful demonstrations. Perhaps because of the history of violence in the Department – violence committed by both the government and the revolutionary forces – the people are particularly tolerant of political dissent and desirous of peaceful accommodations of differences.



**Figure 2.6: Elements of Political Tolerance**

To investigate the differences between Quiché and the national sample more fully, we used an analysis of covariance approach to control for differences in the education, gender, ethnicity, urbanicity, and relative wealth of members of the two samples. We also took a univariate approach to assessing differences in responses based on gender and ethnicity. Essentially we found that:

- After controlling for gender, urban-rural location, ethnicity, education and relative wealth, the difference in respondents from Quiché and the rest of Guatemala with respect to tolerance for running for office was no longer significant, but there still was a difference with respect to tolerance for public protests and demonstrations.

- There was not a significant difference between males and females in Quiché regarding tolerance for the rights of others to demonstrate or to run for office, although the differences between men and women in the national sample were significant statistically (sig. <.01).<sup>9</sup>
- There was not a significant difference between Ladinos and indigenous respondents in either the national or the Quiché samples with respect to tolerance for participation in public protests or the rights of all to run for public office. However, the lack of a statistically significant difference with respect to tolerance for demonstrations in Quiché is most likely an artifact of the relatively small number of Ladinos in the sample. Of those who responded, the mean scale score in Quiché for Ladinos was 45 as opposed to 59 for the indigenous population.

To simplify the analysis of the support for the right to dissent, as part of our national level analyses we created an index of political tolerance by combining the four variables that were discussed above. Essentially, we summed each of the four variables in the index and divided by four so that the index had the same 0-100 range as it did in previous analyses.<sup>10</sup>

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<sup>9</sup> The scale scores for the “right to demonstrate” were 42 for women and 53 for men in the national sample, as opposed to 53 for women and 60 for men in Quiché. The scores for the “right to run for public office” were 34 for women and 45 for men nationally, as opposed to 44 for women and 49 for men in Quiché.

<sup>10</sup> See prior DIMS reports for a brief, technical discussion of this process.

The scores on the tolerance index for Quiché and the country as a whole are shown in Figure 2.7. As the exhibit shows, the level of tolerance for the national level survey is slightly lower than for Quiché (52 versus 56), but the difference between the two is not statistically significant.

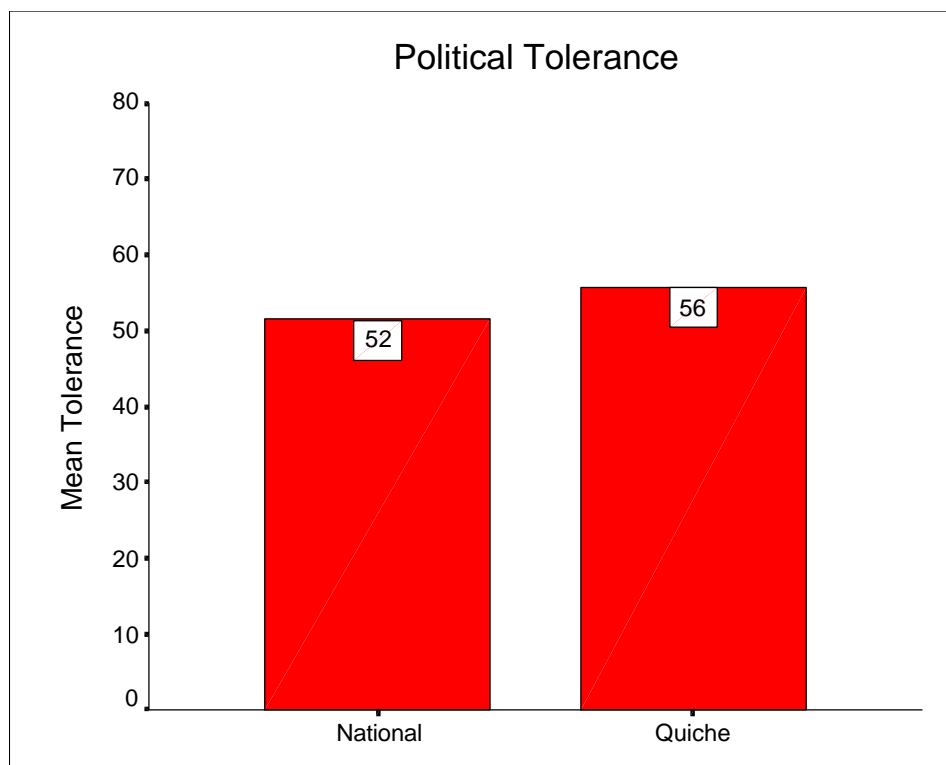


Figure 2.7: Political Tolerance

### Interrelationship Between System Support and Democratic Norms

The theoretical basis for relating tolerance and system support was discussed at some length in the study's first report.<sup>11</sup> Essentially, system support can be either high or low and, likewise, tolerance can be either high or low.

A table representing all the possible combinations of system support and political tolerance has four cells:

- **High support and high tolerance** -- This combination is predicted to be the most politically stable case. High support is needed in non-coercive environments for the system to be stable, and tolerance is needed for the system to remain democratic. Systems with this combination of attitude are likely to experience a deepening of

<sup>11</sup> Seligson and Jutkowitz. *op. cit.* 1994. pp. 54-57.

- democracy.
- **High support but low tolerance** -- Systems with this combination are relatively stable (because of the high system support) but undemocratic. They are systems which tend toward authoritarian rule in which democratic rights are restricted.
  - **Low support but high tolerance** -- This combination is considered to be one of unstable democracy. This is not necessarily a situation of reduced civil liberties, since instability could serve to force the system to deepen its democracy, especially when the values tend toward political tolerance. In this situation, it is difficult to predict whether the instability will result in greater democratization or a protracted period of instability, perhaps characterized by considerable violence.
  - **Low support and low tolerance** -- This situation leads to democratic breakdown. Overtime, the current political system is likely to be replaced one which is autocratic.

The results of relating the two variables using Quiché survey data are shown in Table 2.4. As the figure shows, in Quiché in 1999 stable democracy represents almost a third (32%) of the population, and an additional 28 percent of the population falls into the other of the two democracy cells, meaning that well over half (61%) of the population has values consistent with strengthening a democratic regime. This compares to 28% of the overall Guatemalan population falling into the stable democracy cell, with 58% falling into the combination of the two democracy categories.

**Table 2.4**

**Relationship Between Tolerance and System Support in Quiché**

	Tolerance	
System Support	High	Low
High	Stable (deepening) Democracy 32	Authoritarian Stability 18
Low	Unstable Democracy 29	Democratic Breakdown 21

For comparison purposes, the national sample showed the following:

Stable democracy	=	28	Oligarchy	=	22
Unstable democracy	=	30	Democratic breakdown	=	20

## Chapter 3

### Civil Society, Local Government and Political Values

In this chapter we compare results from the department of Quiché to those from Guatemala as a whole with respect to the perceptions of national and local level problems, support for and satisfaction with local government, as well as different kinds of political and civil society participation. Highlights of the findings include:

- The most serious community problems in Quiché are household level economics, potable water and crime.
- The political institution in which people have the greatest confidence is the municipal government, with the residents of Quiché and Guatemala overall both registering a 51 on a 0-100 point scale.
- Residents of Quiché also say the municipality is more helpful in resolving community problems than are the central government or legislative deputies.
- About three-quarters of the respondents indicated they found the quality of their municipal services to be at least acceptable, with nearly a third rating them as either “good” or “excellent”.
- About half the respondents in Quiché indicated they had never asked the municipality for help, and only about 30% indicated they had approached their municipality for help within the past 12 months. Of the respondents who had approached their municipal officials with a complaint or request, about three-quarters indicated they were satisfied with the results they received.
- Participation in civil society organizations is significantly higher in Quiché than in Guatemala overall. On the average, residents of Quiché participate in 2.4 different types of civil society groups, with indigenous males being more active than Ladino males or than women in either ethnic group.
- In Quiché, as elsewhere in Guatemala, there is a positive relationship between participation in civil society organizations and participation in municipal life through attending local government meetings or making demands on the municipality.

## Most Serious National and Community Problems

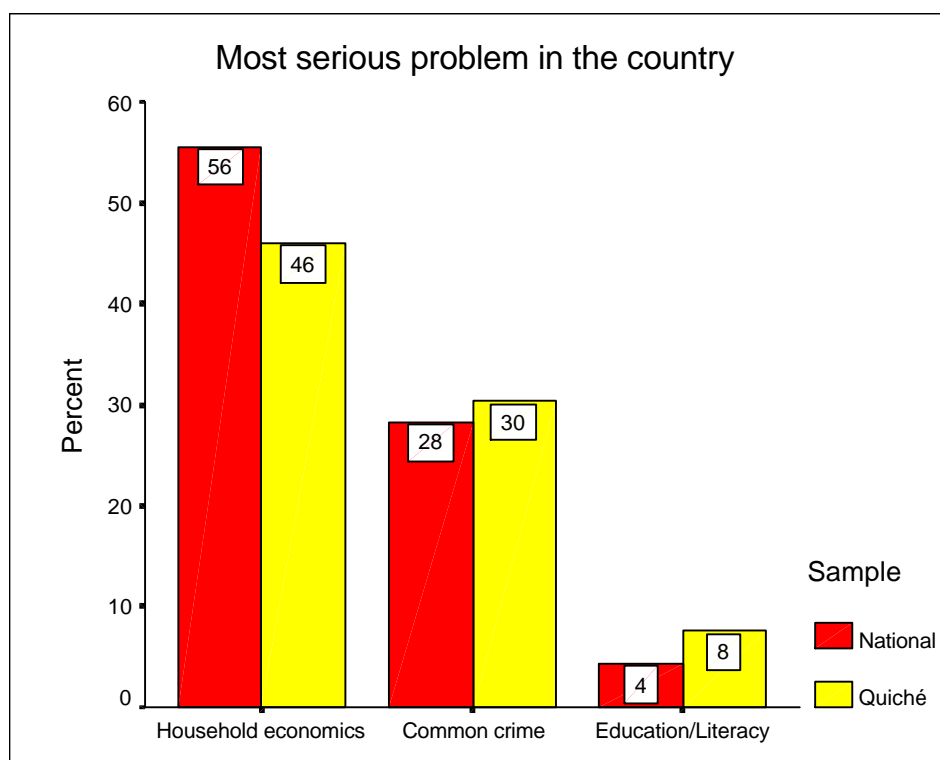
The questionnaire begins with items that ask about the respondents' perception of conditions in the community and country. When asked about the most important problem in the country, the answer most frequently provided in both the national sample and the Department of Quiché concerns cost of living problems. The second most frequent response is crime. All of the responses are shown in Table 3.1.

**Table 3.1**  
**The Most Serious Problem in the Country**

	<b>National Percent</b>	<b>Quiché Percent</b>
Cost of living	38	32
Crime	28	30
Unemployment	14	12
Education/illiteracy	4	8
Low salaries	4	2
Bad government	2	3
Malnutrition/health	1	3
Lack of potable water	1	3
Corruption	1	2
Housing shortage/expensive	1	1
Pollution	1	1
Few sales/bad crop	1	1
Transportation/roads	1	0
Land shortage/expensive	1	0
Few unions/organization	0	1
Other	2	2
<b>Total</b>	<b>100</b>	<b>100</b>

Three of the responses have been collapsed into a general "household economic problem" response in order to make the results easier to understand. The three components of that response are cost of living, unemployment, and low salaries. As we show in figure 3.1, the combination of the three responses accounts for 56 percent for the national sample and 46 percent of the sample for Quiché. This was the most frequent response in both surveys.

As Table 3.1 shows, besides household economic problems and crime, none of the other answers account for more than eight percent of the responses in Quiché. For this reason Figure 3.1 presents only the three most frequently given responses to this question. As the figure shows, the second-most frequent response to this question is crime -- 28 percent of the national sample and 30 percent of the Quiche respondents answered that crime is the most serious problem in the country, and the third is education.

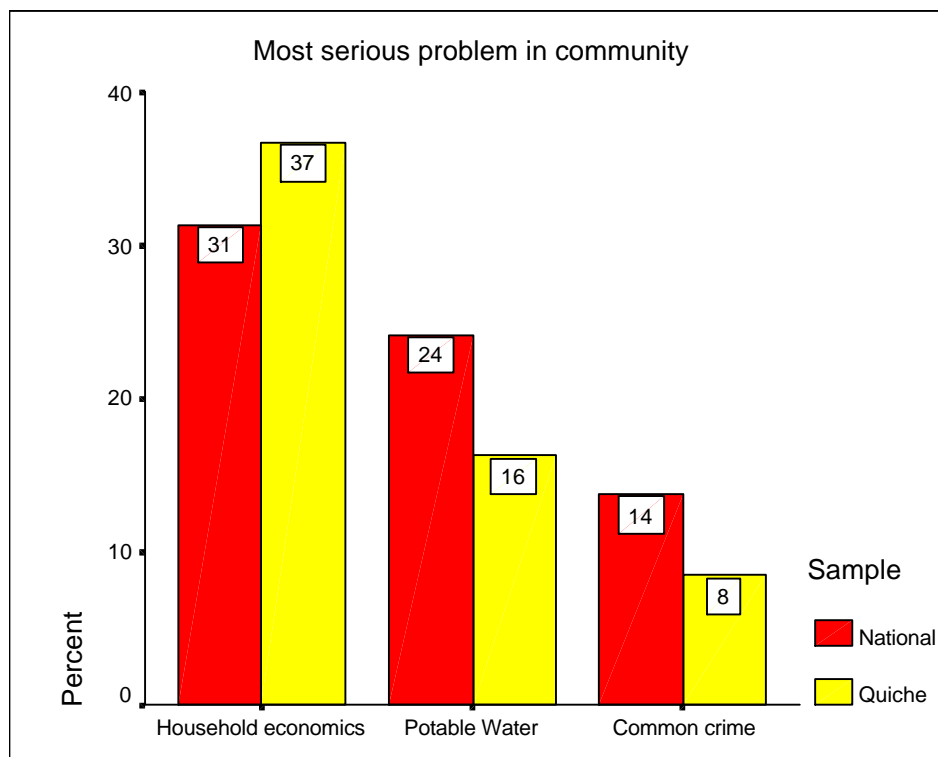


**Figure 3.1: The Most Serious Problem in the Country**



When asked what the most serious problem is in their own community, once again the respondents in the national and the Quiché samples have similar responses. The most frequent responses are household economics, lack of potable water, and crime.

As shown in Figure 3.2 a higher percentage of respondents are concerned about household economics in Quiché (37 percent) as compared to the national sample (31 percent). However, the respondents in the national sample are more concerned with the lack of potable water (24 percent of the national sample, versus 16 percent of the Quiché sample) and crime (14 percent of the national sample, 8 percent of the Quiché sample). The responses not presented in Figure 3.2 are: illiteracy/education, malnutrition/health, other, transportation/roads, shortage of housing, pollution, a bad crop, land shortage, too few unions, bad government, corruption, and drug trafficking (each under 10 percent).



**Figure 3.2: The Most Serious Problem in the Community**

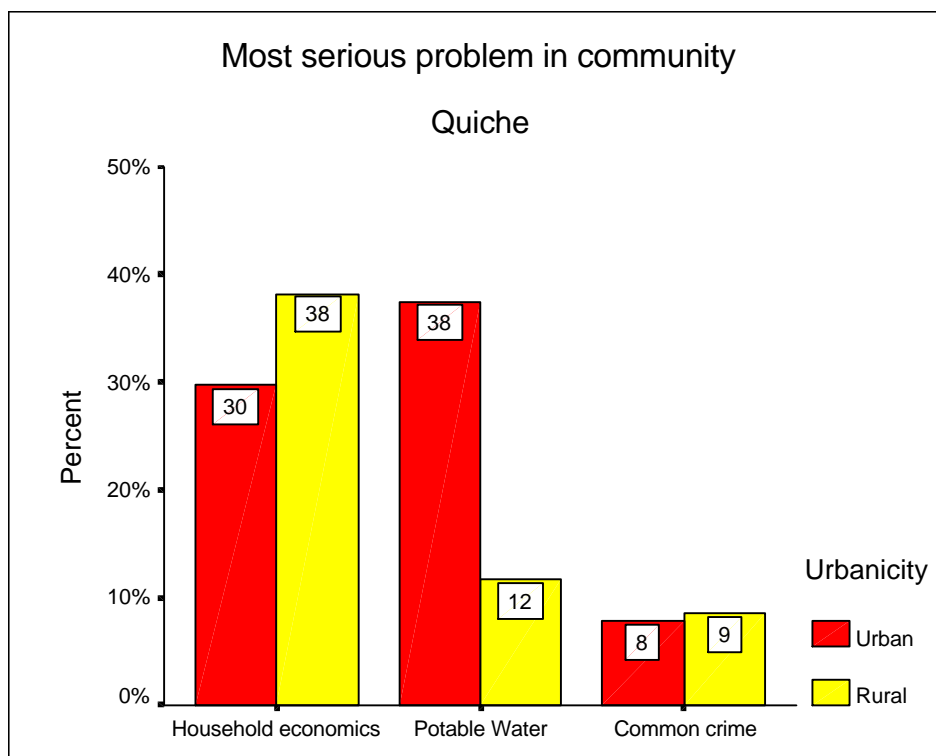
Table 3.2 presents the responses split by ethnicity. In Quiché, the respondents who self-identify as indigenous are more concerned with the issues of household economics than are the Ladino respondents, while the national sample the difference is trivial. In Quiché, 39 percent of the indigenous respondents answered that household economics are the most serious problem, while only 25 percent of the Quiché Ladino respondents answered that way. Interestingly, in Quiché potable water was identified as the most serious problem by almost twice the percentage of Ladinos as indigenous respondents (26% and 15% respectively), while in the national sample, there is essentially no difference in the percent of the indigenous and Ladino populations who selected potable water. The difference in Quiché may be related to the fact that the percent of Ladinos living in urban areas is almost three times greater than of indigenous (32% vs. 12%).

**Table 3.2**  
**Most serious problem in the community**  
**by sample and ethnic self-identification\***

Ethnic self-identification		National Percent	Quiché Percent
Ladino	Household economics	30	25
	Potable Water	23	26
	Crime	17	10
Indigenous	Household economics	32	39
	Potable Water	24	15
	Crime	12	9

\* Differences between Ladino and indigenous are not significant

Figure 3.3 presents this item for the Quiché sample in terms of urbanicity. As the figure shows, the dramatic difference between urban and rural respondents pertains to the importance of clean water. Potable water was cited by more than three times as many urban respondents as rural. Excluding the concerns of residents of Metropolitan Guatemala City, the difference between the responses from Quiché and the rest of the country are relatively small with respect to crime and household economics. However, the rural respondents in the rest of Guatemala were much more concerned about potable water than were those in Quiché (30% vs. 12%) while the opposite was the case for those in urban areas (26% vs. 38%). Our focus was on the potability of water, while we suspect many of our respondents were concerned more with the quantity than the quality. Many water systems in various communities in Guatemala are not adequate for the demand, and we suspect that in urban Quiché, this is very much the case and explains the response we received.

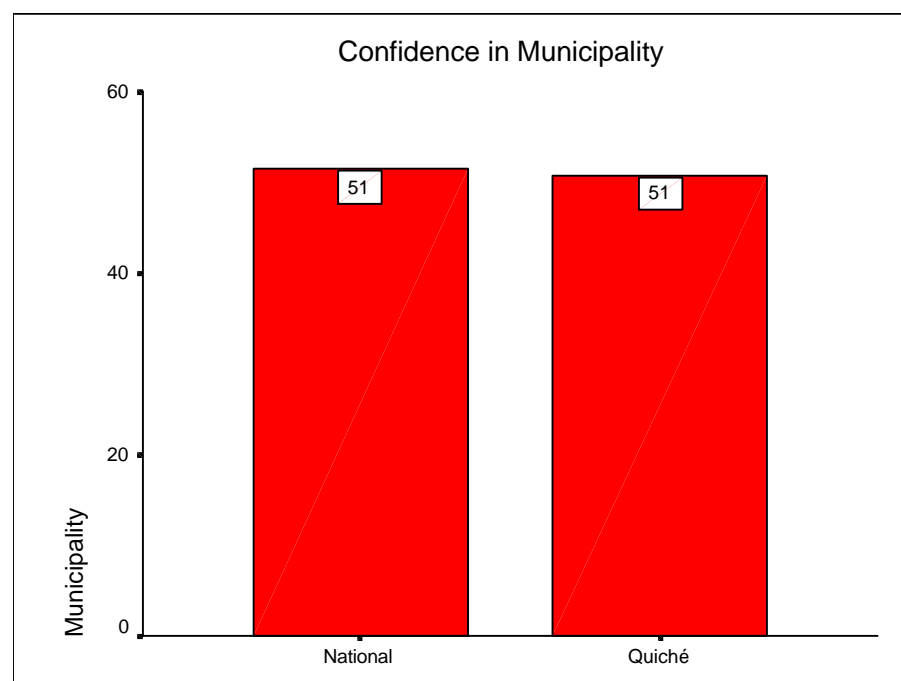


**Figure 3.3: Most Serious Problem in the Community: Quiché**

## Popular Support for Local Government

As was shown in Chapter 2 (Figure 2.2), the political institution in which people have the greatest confidence is their municipal government. As was also shown, respondents in the national sample and in the sample from the Department of Quiché have essentially the same levels of confidence in their municipality. The data for this question with the original response categories, including “Don’t know” and “No response”, shows that 21 percent of the national sample and 16 percent of the Quiché sample have “a lot” of confidence in the municipality, 52 percent of the national sample and 49 percent of the Quiché sample have “a little” confidence in the municipality, and 18 percent of the national sample versus 15 percent of the Quiché sample have no confidence at all in the municipality. Twenty percent of the Quiché sample answered that they did not know, or had no response to the question, as opposed to 9 percent of the national sample. It is likely that the significantly higher rate of “don’t know/non-response” in Quiché is due to the much more rural nature of Quiché and that respondents living in remote areas have less contact with local government officials.

To make the responses easier to interpret, we have converted the answers for this item to a 0-100 scale, with 0 representing the low end of the continuum and 100 the high end.<sup>1</sup> Figure 3.4 presents the data in this manner. As it shows, the mean score for both the Quiché and the national samples are the same, and both are slightly above the midpoint of our scale.



**Figure 3.4: Confidence in the Municipality**

<sup>1</sup> This method is described in chapter 2 of this report.

Table 3.3 compares the levels of confidence in the municipal government for the two major ethnic groups, and for men and women. The levels of confidence in the municipality are around 50 percent for all of the groups. Although the Ladino respondents in both samples show a slightly higher level of confidence in the municipality, the differences are only statistically significant in the national sample. The same is true with respect to gender. That is, the largest difference between groups included in Table 3.3 between males and females is in the Quiché sample, but this difference is not significant statistically. To further compare Quiché to the rest of Guatemala we conducted an analysis of covariance controlling for gender, ethnicity, relative wealth, urbanicity and education. We found there to be no difference in the two samples in terms of confidence in municipality.

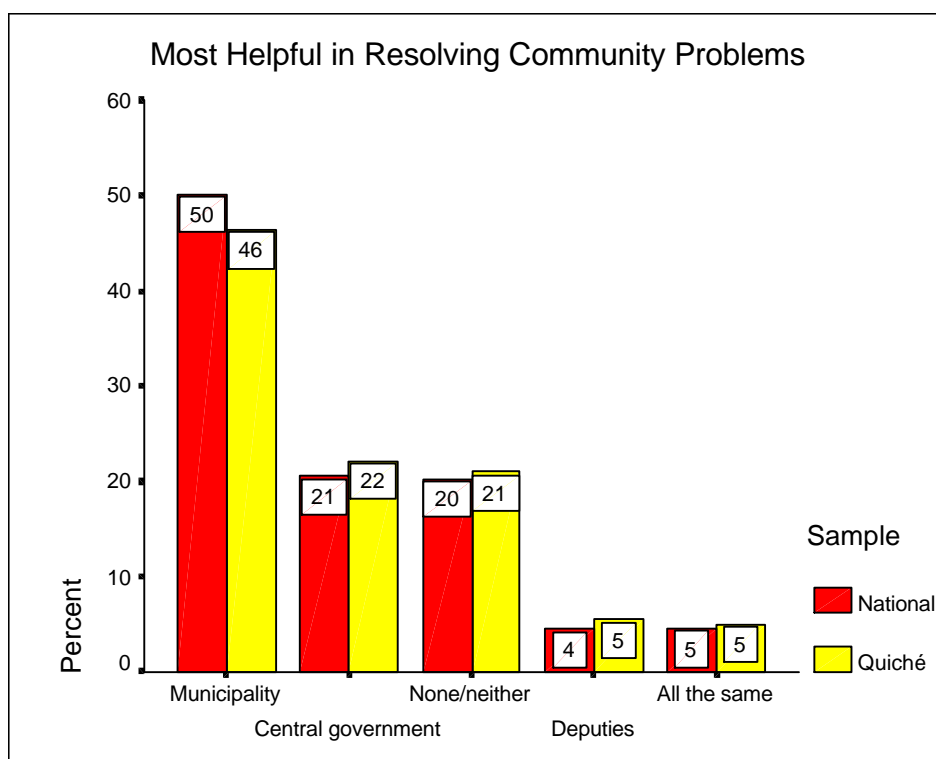
**Table 3.3**

**Confidence in Municipality**

	National Sample	Quiché Sample
	Mean	Mean
Ladino	53*	52
Indigenous	49*	50
Female	51	48
Male	51	53

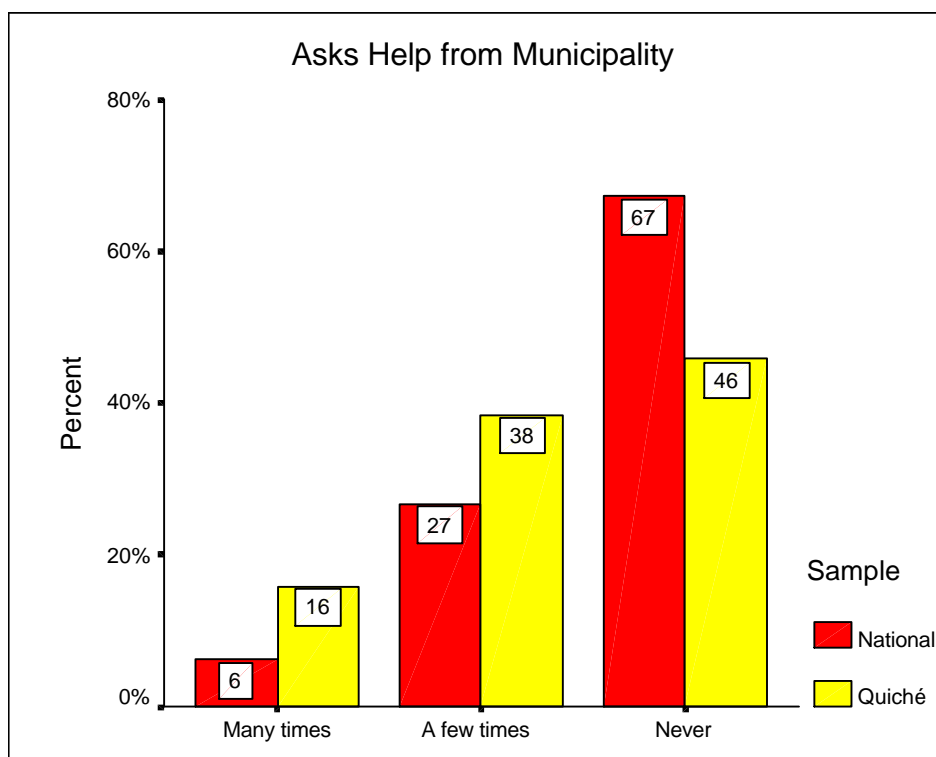
## Local Sources of Assistance

The surveys also asked respondents to indicate whether they thought the central government, congressional deputies, or the municipal government was the most helpful in resolving community problems. They could also respond they thought all three were about equally helpful, or that none of the three provided real help. The majority of the respondents in both of the samples, indicated the municipal government was most helpful (50 percent of the national sample and 46 percent in Quiché). The distribution of responses in the national sample and the Quiché sample are almost identical for this item, see Figure 3.5.



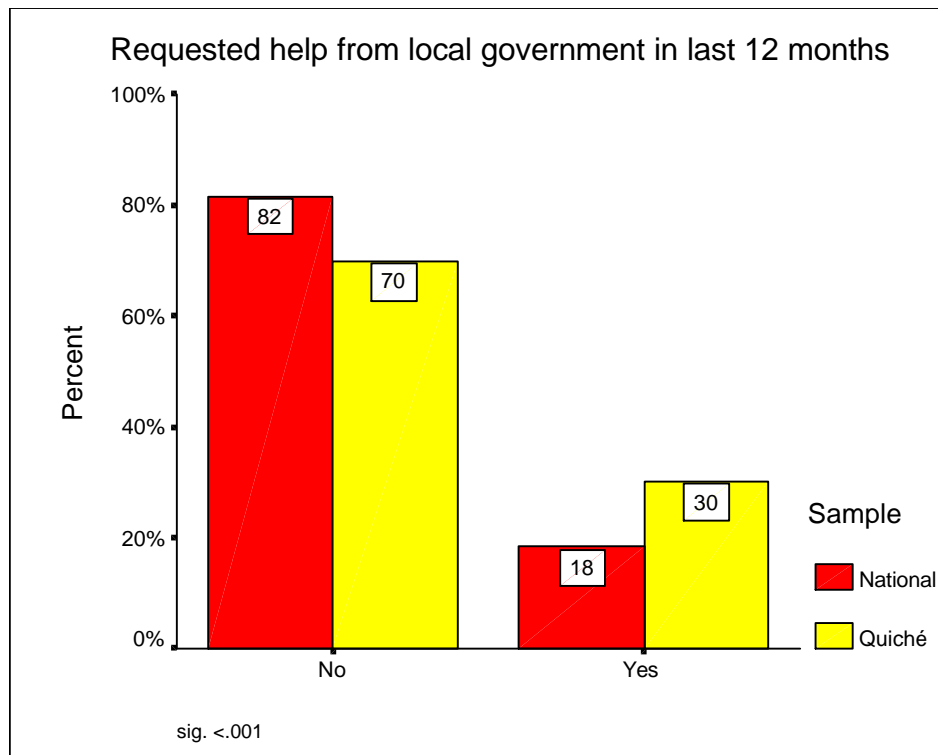
**Figure 3.5: Greatest Source of Help in Resolving Community Problems**

In addition the questionnaire asks the respondents to indicate how often they have asked for help from their municipality. As Figure 3.6 shows, there is a difference between Quiché and Guatemala overall. The respondents in the national sample do not ask for help from the municipality nearly as often as the Quiché respondents do; that is, a much higher percentage of respondents in the national sample answered that they had never asked for help. When the metropolitan respondents are not included in the analysis of the national data, the percent of respondents in each category changes slightly. Residents of Quiché are much more likely to ask their municipality for help than residents of Guatemala overall.



**Figure 3.6: Frequency of Requesting Help from their Municipality**

A similar item asks if the respondents have asked for help or made a petition to the "*funcionarios, alcaldes auxiliares, concejales o sindicatos o alguna oficina de la municipalidad*" in the last 12 months. Again, the percent of respondents from Quiché who asked for help recently is substantially larger than in the country overall. As Figure 3.7 shows, 30 percent of the respondents from Quiché said they had asked for help from their local government in the past 12 months, as opposed to 18 percent in the country overall.



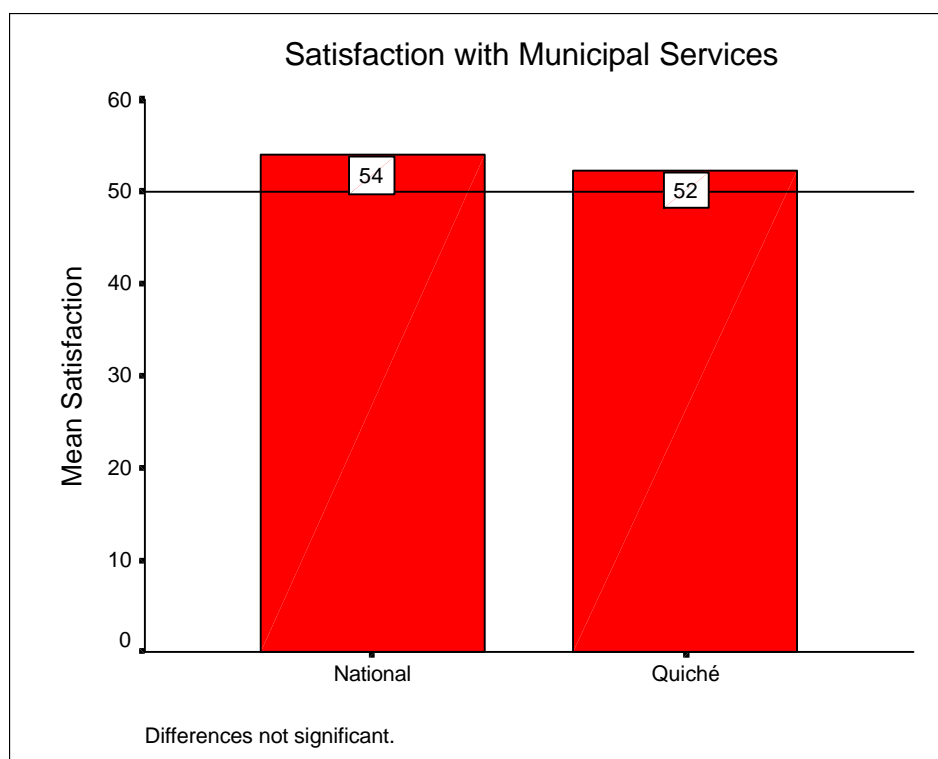
**Figure 3.7: Percent Requesting Help from Municipal Offices or Officials**

Looked at from the perspective of urban-rural residence, we found that residents of Quiché who lived in urban areas are more likely to request help from their municipal officials than are people who live in rural areas (37 vs. 29%). The same was true for the national sample (24% urban non metropolitan residents vs. 17% rural ask for help).



## Satisfaction with Local Services

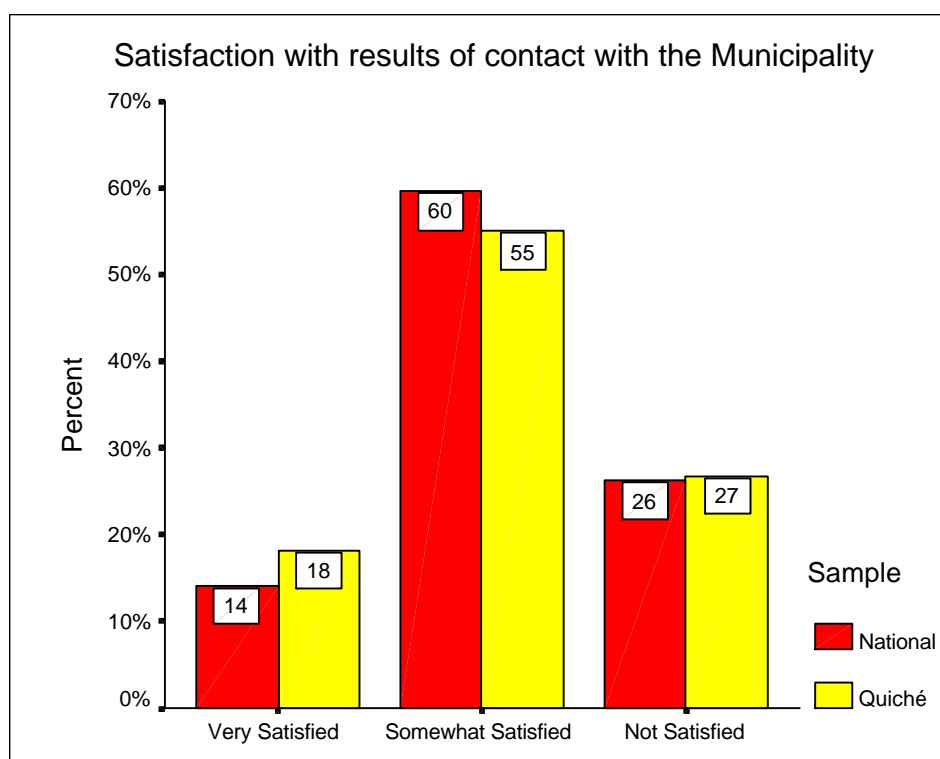
When asked about the quality of the municipal services that are provided, the respondents of both samples provide very similar responses. Figure 3.8 presents the data for this item, which shows the responses for both Quiché and the national sample using the 0-100 scale. The figure shows that the responses in both samples are in the positive end of the continuum. The difference in satisfaction levels in Quiché and the national samples are not significant. Both in Quiché and the national sample, females have a more positive view of the municipal services than do the males (55 vs. 50 in Quiché) and (55 vs. 53 overall), and the difference is statistically significant (sig. <.05).



**Figure 3.8: View of Municipal Services**

Later in the survey respondents were asked whether they felt "very satisfied", "satisfied" or "not satisfied" with the results that were obtained after a visit to the municipality with a problem or complaint. Respondents could also indicate that they had not made such a visit and thus could not respond. For this or other reasons, responses were not provided by 41 percent of the national sample and 58 percent of those in Quiché.

Of those who did respond regarding their satisfaction with how their municipality handled their problem or complaint, about three-quarters of the respondents in both samples answered that they felt at least "somewhat satisfied." As Figure 3.9 shows, there was a slightly higher percent of the Quiché respondents who were "very satisfied" than in Guatemala overall, but the percent who were "not satisfied" in the two samples were almost entirely the same.



**Figure 3.9: Satisfaction with Result of Complaint at the Municipality**

Table 3.4 presents this same satisfaction data analyzed in terms of urbanicity. One can see that the responses in the Quiché sample and the national are very similar except for the rural populations which provide some variation. The most obvious difference is that 80 percent of the respondents in national sample answered that they are at least somewhat satisfied with the results of their contact with the municipality while this was the case for 74 percent of the Quiché sample.

**Table 3.4**  
**Satisfaction with Results of Complaints at the Municipality**  
**By Urbanicity**

		<b>Sample</b>	
		<b>National</b>	<b>Quiché</b>
<b>Urbanicity</b>		<b>Percent</b>	<b>Percent</b>
Metro	Very Satisfied	10	Na
	Somewhat Satisfied	53	Na
	Not Satisfied	36	Na
Other Urban	Very Satisfied	16	18
	Somewhat Satisfied	55	53
	Not Satisfied	29	30
Rural	Very Satisfied	14	18
	Somewhat Satisfied	66	56
	Not Satisfied	20	26

To make the answers to the satisfaction question easier to interpret and compare we converted the responses to a 0-100 scale, ("not satisfied" is 0, "somewhat satisfied" is 50, and "very satisfied" is 100). Table 3.5 compares the average scores for the Quiché and national samples in terms of urban-rural residence, gender and ethnicity. The rural respondents in Quiché and the national sample have a higher level of satisfaction as a result of the interaction with their municipality. It is interesting to note that when the metropolitan respondents are included in the analysis (results shown below) the difference between urban and rural in the national sample is statistically significant. When the metro residents are removed from the national sample the difference in satisfaction levels is not significant. The differences between gender and ethnic groups shown on the table are not statistically significant. When controlling for urbanicity, gender, education, relative wealth, and ethnicity we found there to be no difference in the two samples with respect to satisfaction.

**Table 3.5**  
**Satisfaction with Results**  
**from Complaints Made to the Municipality**

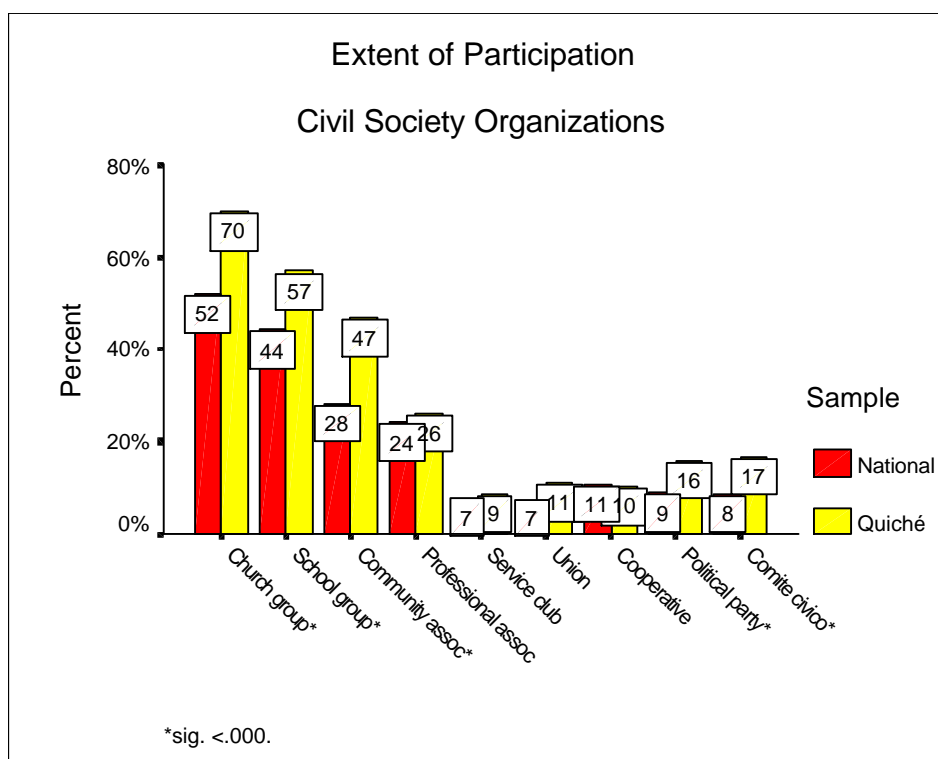
	<b>National Sample Mean</b>	<b>Quiché Sample Mean</b>
Urban*	41	44
Rural	47	46
Female	43	48
Male	45	44
Ladino	43	51
Indigenous	47	43

\* Difference between urban and rural in the national sample is sig.<.001

## Extent of Participation in Civil Society Groups

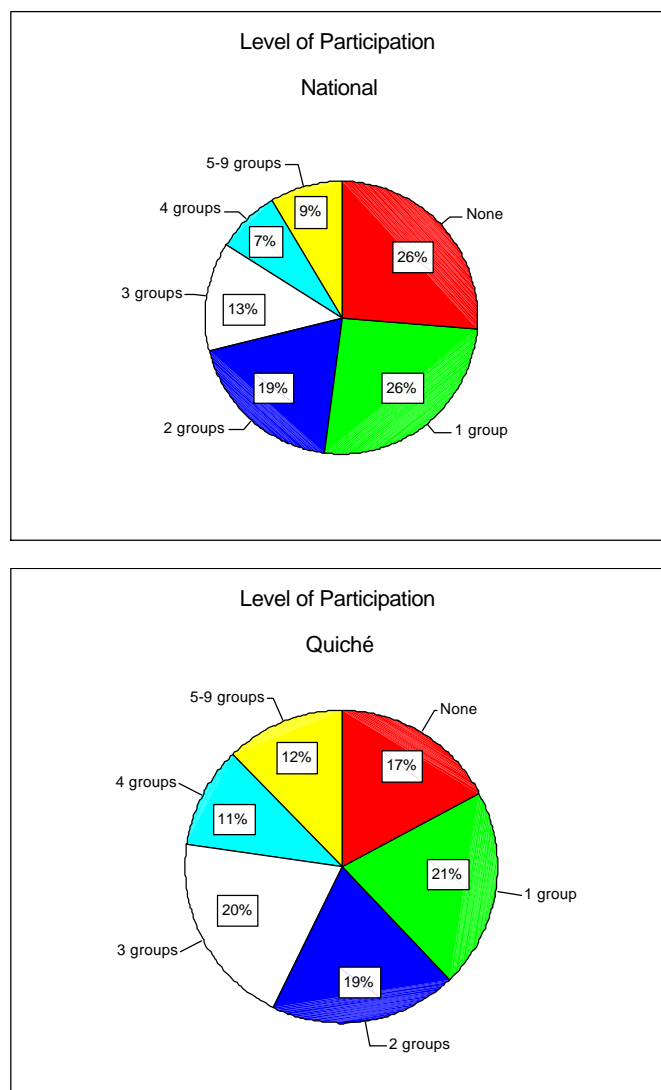
In recent years there has been increasing attention given by social scientists and policy makers to the potential contribution of participation in civil society to the development of stable democracies. By the term “civil society” we mean the wide range of non-governmental associations, organizations, clubs, and committees that exist throughout the world in societies in which they are not prohibited by repressive governments. In Guatemala, USAID has supported several activities in support of strengthening civil society over the past five years, and is engaged in new civil society strengthening initiatives in Quiché.

In the four DIMS surveys we have asked respondents if they participated in various distinct forms of civil society organizations. The organizations examined here are: church groups, school groups, community development associations, professional associations, service club, unions, cooperatives, political parties, and *comités cívicos*. Respondents were asked if they participated in the community organizations “frequently,” “sometimes,” or “never.” Figure 3.10 compares the results of the 1999 national level survey to the results from the survey in Quiché. The figure shows the percentage of the population that participated sometimes or frequently in civil society organizations.



**Figure 3.10: Extent of Participation in Civil Society Organizations**

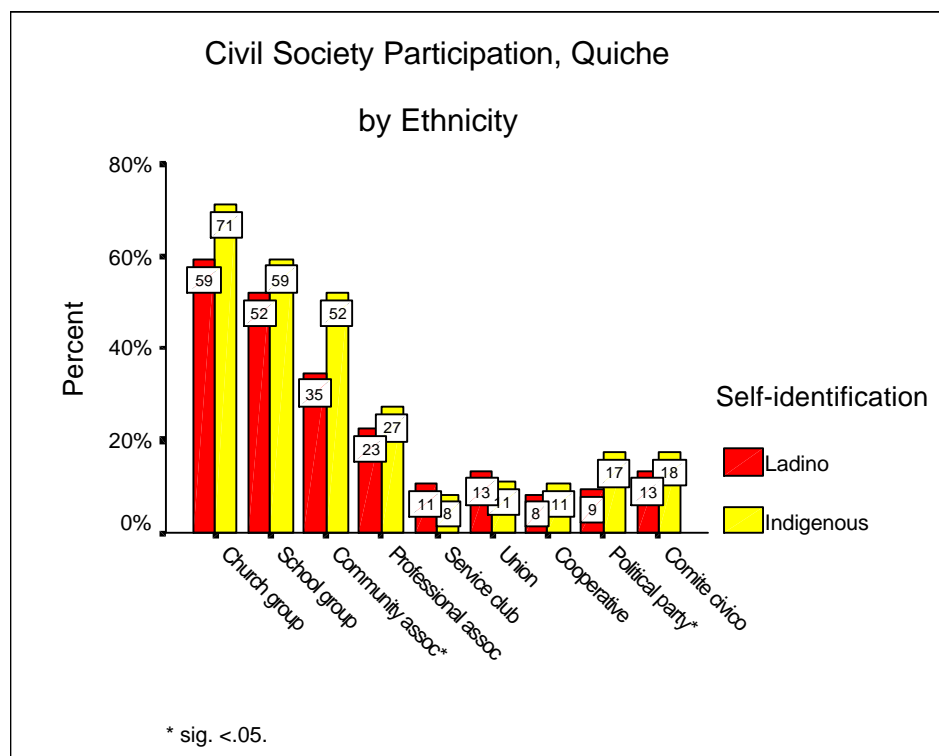
As Figure 3.11 shows, the participation levels for the Department of Quiché respondents are significantly higher in five of the nine types of organizations than are the participation levels in the national sample. Putting the 9 groups together we find that the level of participation in Quiché is significantly higher than in Guatemala overall. Of the respondents in Quiché 83 percent participate in at least one civil society group, while this is the case for 74 percent in Guatemala overall. At the other extreme, about 12 percent of the Quiché sample is active in five or more groups, and about 9 percent of the national sample is active in five or more groups. On the average, residents of Quiché participate in 2.4 groups, as opposed to 1.9 for all of Guatemala and this difference is statistically significant (sig. <.001). From a different perspective, Figure 3.11 also shows that 26 percent of the national sample and 17 percent of the Quiché sample do not participate in any of the nine civil society groups. Even when controlling for urbanicity, gender, education, self-identification and wealth, the residents of Quiché participate at a higher level than the people of Guatemala overall.



**Figure 3.11: Level of Participation by Number of Groups**

With respect to gender, the male respondents in Quiché have a higher mean participation level than do the female respondents (2.7 vs. 2.1). Furthermore, Quiché indigenous males have the highest mean participation level in civil society groups (2.8). Ladino males average participation in 2.2 groups, and females of both ethnic groups participate in an average of 2.1.

The levels of participation of the Ladino and indigenous population are shown in Figure 3.12. The figure shows that the civil society participation of the indigenous population in Quiché is higher than the participation of the Ladino population in seven of the nine groups, but in only two groups is this difference statistically significant.

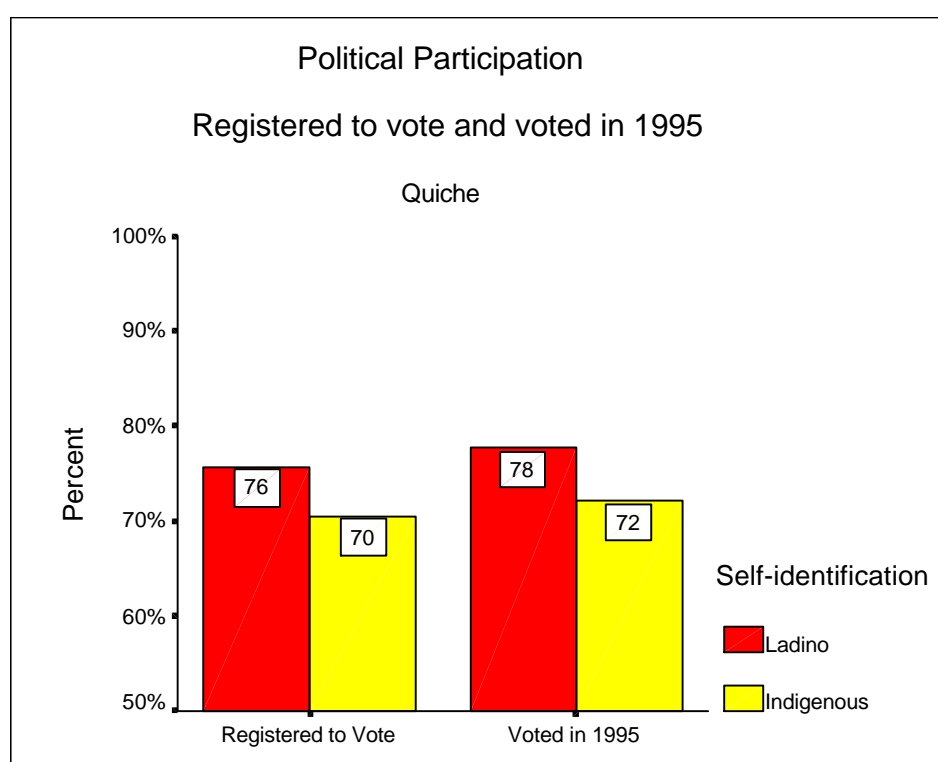


**Figure 3.12: Civil Society Participation by Ethnicity, Quiché**

## Political Participation

Political participation can take many forms, including involvement with religious, education or other civil society organizations that sometimes become politically involved. More traditionally, however, political participation is thought to include registering to vote, voting in political campaigns, trying to influence the votes of others and joining a political party or working in a political campaign.

Figure 3.13 shows the percent of indigenous and Ladinos in Quiché who indicated they were registered with the Electoral Registrar and the percent who reported that they voted in the 1995 Presidential elections. As the figure shows, the indigenous respondents appear to have lower levels of participation than the Ladinos in both types of political participation, but the differences are not statistically significant.

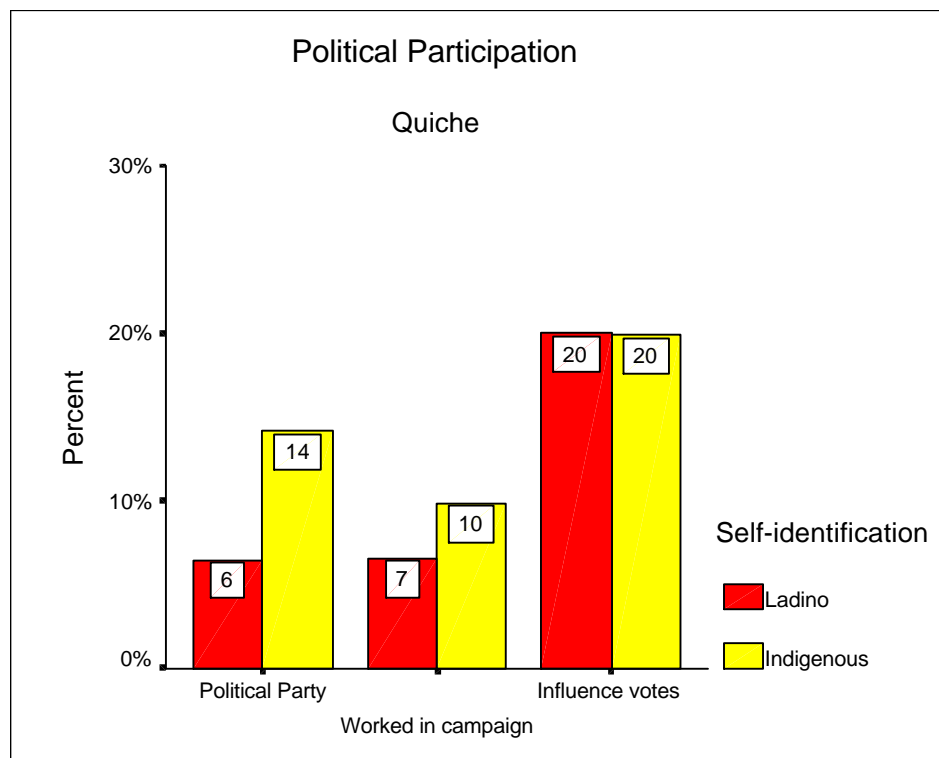


\* Difference NS

**Figure 3.13: Political Participation: Registered and Voting, Quiché**



In terms of political participation, there are more active ways to be involved. The respondents were asked if they belong to a political party, ever worked for a candidate or a political party in an election campaign, and if they had ever tried to influence the votes of others. Figure 3.14 presents the data for these items<sup>2</sup> in terms of ethnicity. One can see that the indigenous respondents seem to have had higher levels of these types of political participation except for influencing the votes of others, which was the same in both ethnic groups, but these difference are not statistically significant.



**Figure 3.14: Political Participation in Quiché**

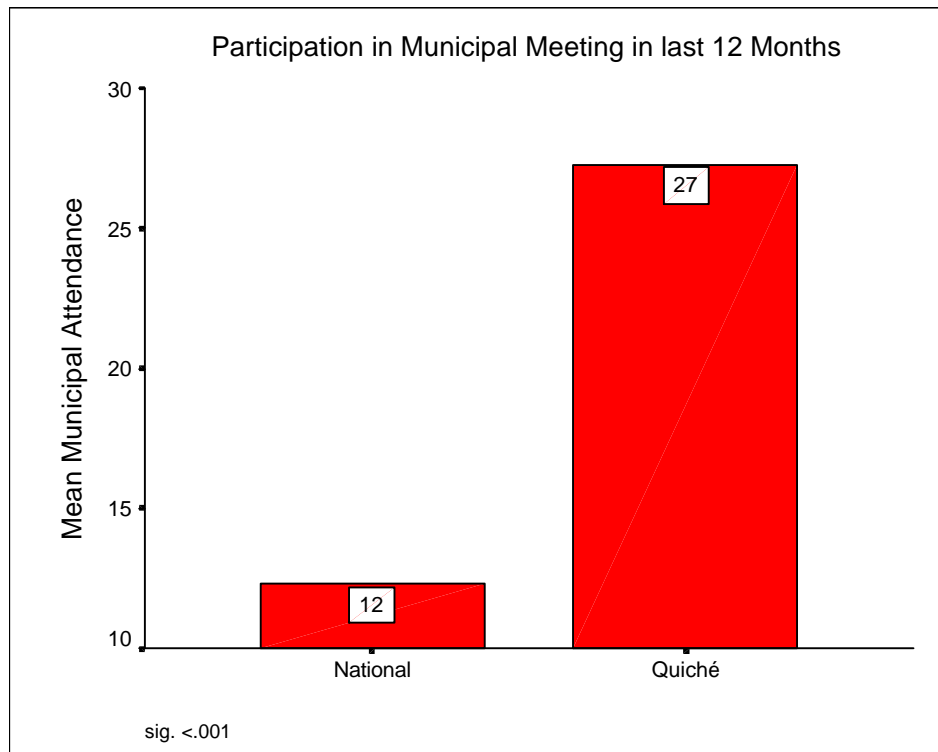
Looking at the Quiché sample versus Guatemala as a whole shows that more respondents in Quiché are members of political parties (12% vs. 9%), have worked in campaigns (11% vs. 9%), and have tried to influence the votes of others (23% vs. 20%). However, the only statistically significant difference in the samples is in influencing the votes of others.<sup>3</sup>

<sup>2</sup> The percent answering 'yes' is presented here for the first two items, and the percent answering 'a lot' or 'a little' for the last one.

<sup>3</sup> (sig < .05)

## Civil Society Participation and Municipal Participation

As Figure 3.15 shows, 27 percent of the respondents from the Department of Quiché sample answered that they have attended a municipal meeting in the last 12 months. This is more than double the percent of the national sample that attended a municipal meeting in the last 12 months. The difference in the Quiché participation level versus the participation level in the national sample is not due to differences between the two samples with respect to urbanicity, gender, education, ethnicity, or wealth.

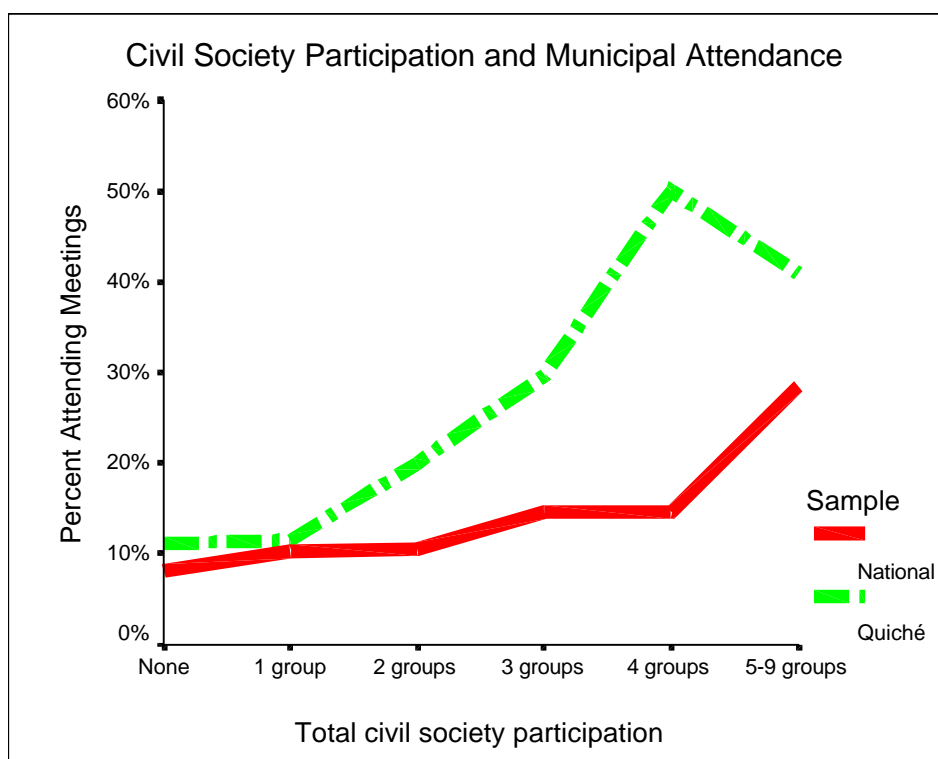


**Figure 3.15: Participation in municipal meeting in last 12 months**

An important question is: does participation in civil society organizations relate to participation in local government? To explore this question we developed an index of participation in civil society organizations. This variable is the total of the number of civil society and political organizations that a respondent attends. The maximum number possible in the survey is 9, but since the number of respondents in Quiché who participated in more than five organizations is small<sup>4</sup>, we have grouped five to nine organizations into a single category.

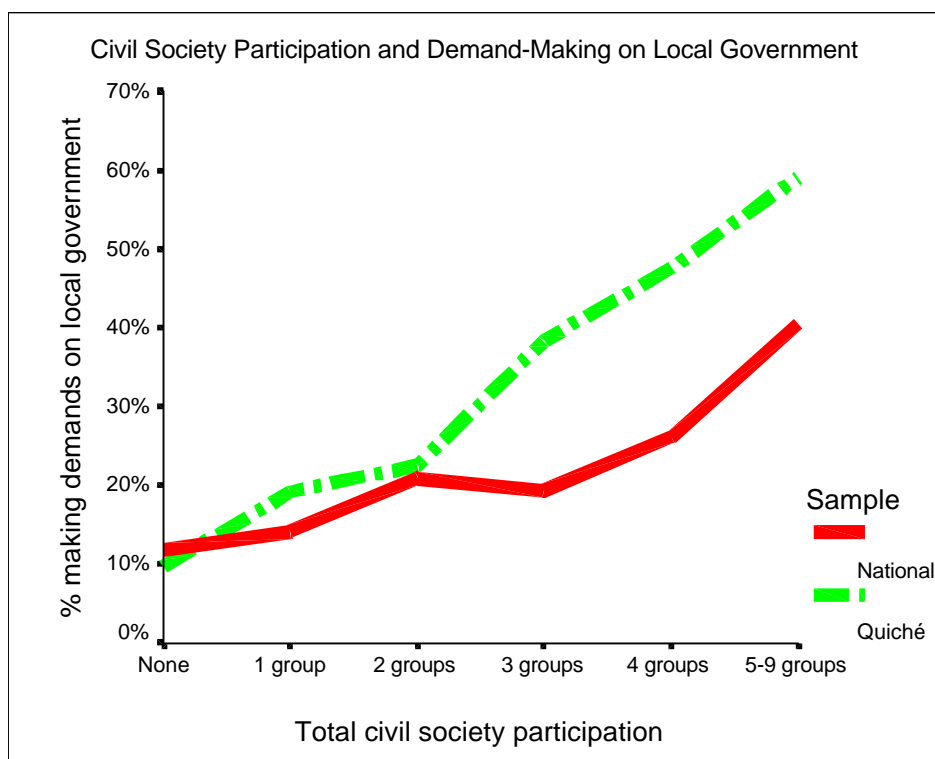
<sup>4</sup> The number of respondents who participated in five or more organizations in Quiché is 47.

Figure 3.16 shows that there is a clear and positive relationship between our overall measure of civil society participation and attendance at municipal meetings. The pattern that emerges is that those who do not participate in civil society organizations at all, or those who participate in only one, are very unlikely to attend municipal meetings. In Quiché, about 11 percent of those who have a low level of civil society participation say they have attended a municipal meeting, while 30 percent of the respondents who attend three civil society groups have, and 50 percent of the respondents who are part of four civil society groups have attended a municipal meeting. We find essentially the same pattern in Quiché when we analyzed the results separately by males and females, and Ladinos and the indigenous respondents. That is, the more groups in which people participate, the more likely they are to attend municipal meetings.



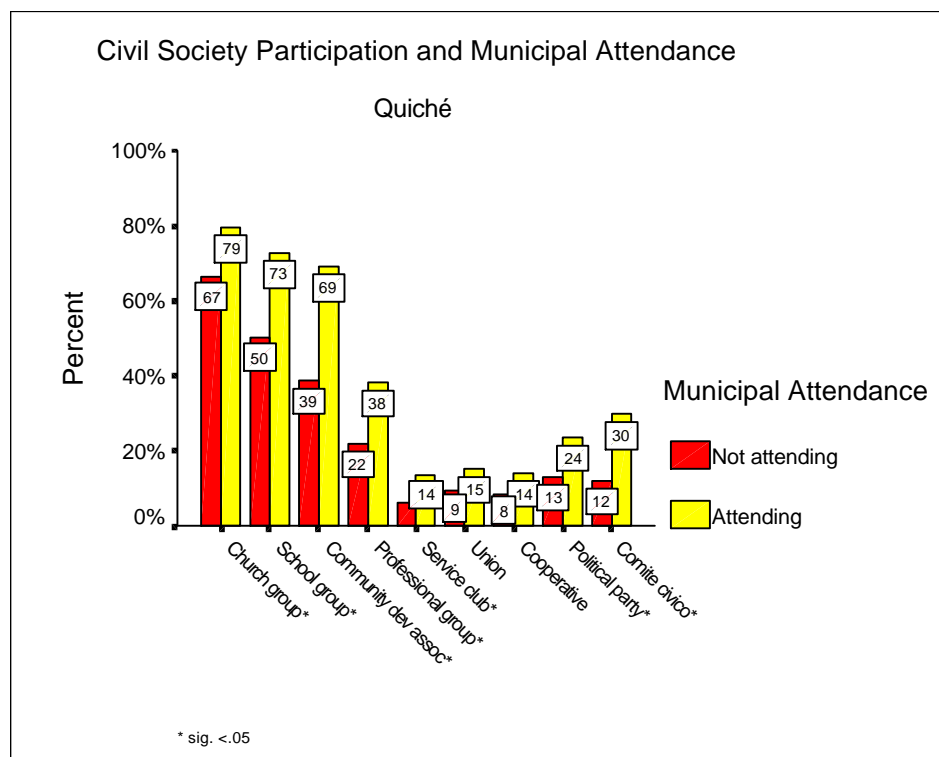
**Figure 3.16: Civil Society Participation and Municipal Attendance**

Activism in civil society and demand-making on local government follows a similar pattern. As shown in Figure 3.17, the greater the level of civil society participation the greater the frequency of demands made on local government. At the highest levels of civil society participation, involving about 9 percent of the Quiché population, over one-half of such individuals make demands on local government. Again the pattern was the same when we analyzed the data in terms of males and females, and indigenous and Ladinos.



**Figure 3.17: Civil Society Participation and Demand-Making on Local Government**

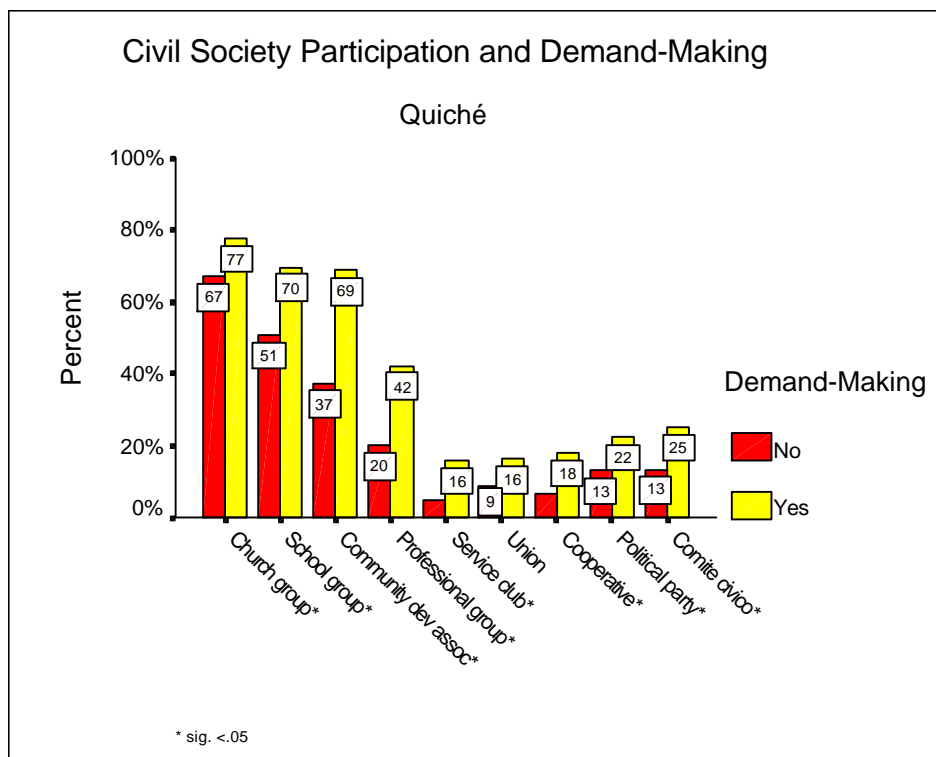
We also explored this relationship for each of the civil society organizations included in this study<sup>5</sup>. Figure 3.18 shows the percentage of respondents who participated in an organization and whether they attended a municipal meeting. One can see from the figure that the respondents who have been active in civil society organizations are more likely to have attended municipal meetings. The differences are statistically significant for all of the groups except for unions and cooperatives, but even in these cases those who are active in unions and cooperatives are more likely to attend municipal meetings than those who do not. The most notable differences can be seen with the church groups, school groups, community development associations, professional associations, and *Comites Cívicos*.



**Figure 3.18: Civil Society Participation and Municipal Attendance, Quiché**

<sup>5</sup> The level of participation in the questionnaire is 'frequent', 'sometimes' and 'never', and these responses have been recoded as 'any participation' (frequent or sometimes) versus 'no participation'.

A similar pattern of relationships is shown between participation in civil society organizations and demand-making. Figure 3.19 shows that for all civil society organizations included in the study the respondents who participate more in such organizations are significantly more likely to make demands on municipal officials. Thus, the overall relationship is clear. Involvement in civil society organizations and involvement in local government go hand in hand.



**Figure 3.19: Civil Society Participation and Demand-making, Quiché**

# Chapter 4

## Perceptions of Crime and the Justice System

Social science theory and empirical studies show that public attitudes regarding the legitimacy of the justice system are positively related to compliance with the law. Such compliance, in turn, is necessary to civil order and efficient governmental operations.<sup>1</sup> Because it most directly and obviously effects almost every member of the population, public attitudes with respect to the criminal justice system are particularly important. In Guatemala that system is generally considered to be composed of the police, the public ministry (*Ministerio Público*) who employs the public prosecutors (or the district attorneys), and the courts.

Assisting the Government of Guatemala to increase the effectiveness and credibility of its justice system has been a high programmatic priority of USAID for the past several years. However, until recently the Department of Quiché has not been an area of particular focus for these activities. Thus, the information presented in this chapter should not be viewed as an assessment of the effectiveness of this program intervention, but rather as providing a baseline against which progress can be measured in the years ahead. Highlights of our findings in this regard include:

- Substantially more respondents in the national survey than in Quiché indicated that they or a family member had been a victim of crime, but the national figures are heavily influenced by the population of metropolitan Guatemala City. Excluding the metropolitan region, the percent of persons saying they or a family member had been a victim is about the same in Quiché as in the rest of the country.
- Both in Quiché and the country overall, the percent of people who are afraid of crime is more than twice the percent of those who have been a victim within the past year.
- In Quiché, and in the rest of Guatemala, victims of crime have less confidence in the police and the courts than do persons who have not been victims and thus have probably not had as direct an experience with these institutions.
- Well over half of the population of Quiché and of Guatemala as a whole believe that violence against women is a serious problem, with less than 10 percent believing that it is not a problem at all.
- About two-thirds of the population believe Ladinos and indigenous are treated about the same by the police and the courts.
- The satisfaction with past dealings with the justice system significantly affects the level of trust or confidence that the system receives. Whether in Quiché or the country overall, the most significant predictor of confidence in the police is the level of satisfaction with prior dealings with the police. The same is true for the Public Ministry and the courts.

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<sup>1</sup> Tom R. Tyler. *Why People Obey the Law*. Yale University Press. New Haven, CT. 1990. P. 58 and *passim*.

- The strongest predictor of the justice system overall (i.e., a composite of the police, Public Ministry and courts) is satisfaction with the Public Ministry, indicating that it plays a particularly strong role in shaping public perceptions of the system as a whole.

## Number and Characteristics of Victims of Crimes

Respondents in both surveys were asked whether at any time during the past 12 months they, or a member of their family, had been the victim of a robbery, assault or kidnapping. Table 4.1 shows that more respondents in the national survey than in Quiché indicated that they or a family member had been a victim of crime (15 percent in Quiché as opposed to 23 percent nationally). As discussed in the report of the 1999 national survey, the national level figures are heavily influenced by the population of metropolitan Guatemala City, where over half of the population (53%) reported they or a family member had been a victim.<sup>2</sup> Excluding the metropolitan region, the percent of persons saying they or a family member had been a victim is about the same as for Quiché as for the rest of the country. That is, 15 percent of the population of Quiché indicates they or a family member have been victims of crime, as compared to 16 percent for the combination of the four non-metropolitan regions of the country. This is consistent with an analysis of covariance that found no difference between Quiché and the full national sample after controlling for differences with respect to ethnicity, urban-rural residence, gender, education, and relative wealth.

**Table 4.1**

### Victims of Crime

	Percent of Population
Quiché	15%
All Guatemala	23
Metropolitan Guatemala City	53
Rest of Guatemala	16

\* Percent responding they or a family member had been the victim of a robbery, assault or kidnapping in the past 12 months.

<sup>2</sup>Seligson and Young, et. al. *op. cit.* 2000. Chapter 5.



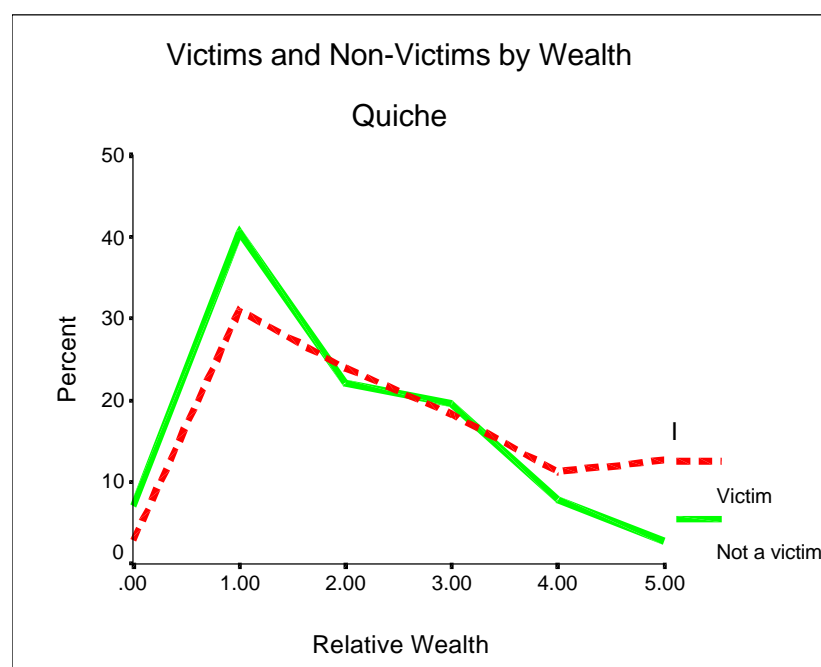
Table 4.2 compares several characteristics of crime victims to similar characteristics of persons who indicated neither they nor a family member had been the victim of a crime. As the table shows, the overwhelming majority (87%) of the victims are indigenous and live in rural areas (85%), but this is also true for the population of the department overall. Compared to non-victims, the average victim is about the same age, slightly better educated, slightly more likely to be male, and slightly more likely to be indigenous and to live in a rural area.

**Table 4.2**

**Selected Characteristics of Crime Victims, Quiche**

	<b>Victim</b>	<b>Non-Victim</b>
Average Age	34 years	36
Average Level of Education	5 <sup>th</sup> -6 <sup>th</sup> grade	3 <sup>rd</sup> -4 <sup>th</sup> grade
Percent Male	55	52
Percent Rural	85	83
Percent Indigenous	87	81

As shown in Figure 4.1, victims are also generally somewhat more affluent on our scale of relative family wealth. Looked from another perspective, about 34 percent of the victims are in the lowest two categories (i.e., summing category .00 plus category 1.00), as opposed to 48 percent of the non-victims. The percentage of victims in the highest two categories of the scale is over twice that of non-victims, 24 percent and 11 percent respectively.



**Figure 4.1: Percent of Victims of Crime by Relative Wealth**

We also looked at the relationship between respondents indicating that they or a family member had been the victim of a crime and their level of confidence in the three components of the justice system – the police, the Public Ministry and the courts. Table 4.3 summarizes the average scores for respondents on the 100 point scale reflecting the level of confidence in the system. For each of the three elements the ratings from victims is lower than from the respondents who have not been victims. In Quiché, these differences were not found to be statistically significant, but that may be because the number of victims in the Quiché sample was fairly small (15 percent of the sample of 500 persons). Since the differences between victims and non-victims in the larger, national sample are in the same direction and two are statistically significant (sig. <.001), it is reasonable to conclude that a larger sample in Quiché would have produced essentially the same result. That is, the data suggest that in Quiché, as well as in the country overall, the confidence level of victims in the police and the courts really is lower than for persons who have not been victims of crime and thus have probably not had as direct an experience with these institutions. Of course, this has implications for the need to improve the quality of the police and the courts in Quiché, as well as in the country overall.

**Table 4.3**

**Confidence of Victims and Non-Victims in  
Police, Courts and Public Ministry  
Quiché and Guatemala Overall**

	Quiché		Guatemala	
	Victims	Non-victims	Victims	Non-victims
Police	42	48	46*	52*
Public Ministry	40	42	43	45
Courts	42	46	41*	48*

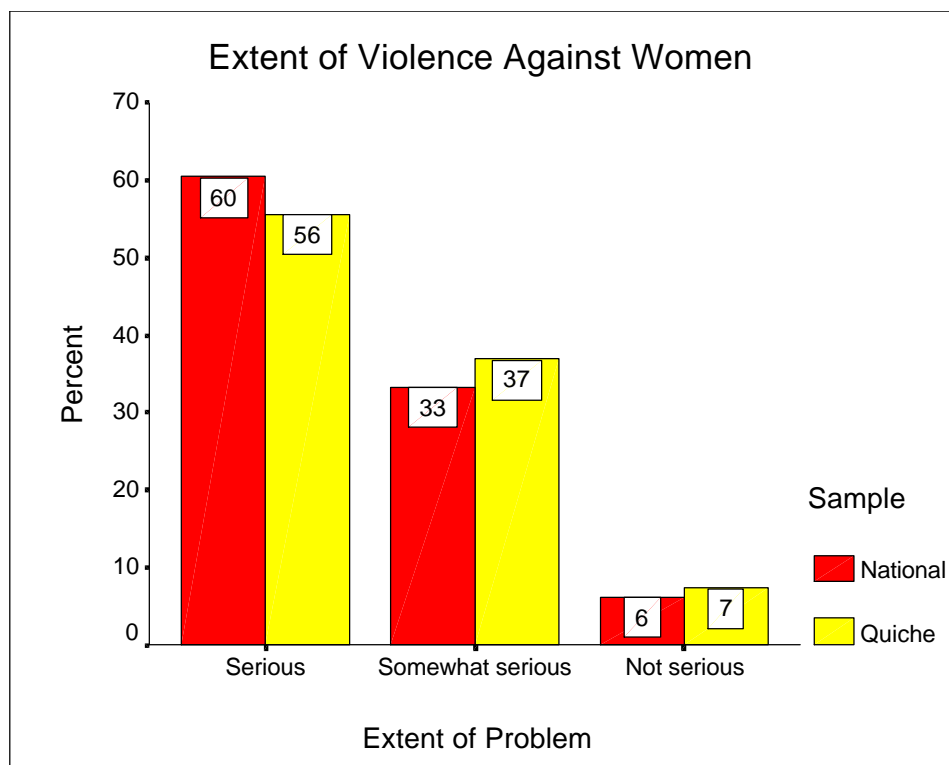
\* Significant = <. 01.

### **Violence Against Women**

In addition to a concern with crime and violence in general, questions are now being raised by some of the public regarding the issue of violence against women. As a result, a question was added to the 1999 DIMS questionnaire that asked respondents to indicate whether they believed that in Guatemala violence against women was a very serious, somewhat serious, or not a serious problem.

The item on the questionnaire provided for six responses ranging from “very serious” to “not a problem”. Our initial analyses showed that for the country overall, close to half of the population (45%) thinks that violence against women is a “very serious” problem, with this being the case for only about a third of the respondents in Quiché. On closer inspection, however, we saw that the percentage falling into the two most serious categories is almost the same in both cases (56% in Quiché and 60% in Guatemala overall) and that it would be more appropriate to collapse the responses into three categories for further analyses and presentation.

Figure 4.2 shows the results from the violence against women question for Guatemala as a whole and for the Department of Quiché. As the figure shows, well over half of the population of Quiché and of Guatemala as a whole believe that violence against women is a serious problem, and less than 10 percent believe that it is not a problem at all.



**Figure 4.2: Perception of the Seriousness of Violence Against Women**

To investigate this issue further we conducted several analyses to see whether the problem was perceived to be more serious by women than men and to determine if there were systematic differences associated with ethnicity or place of residence. Table 4.4 summarizes these results. As the table shows:

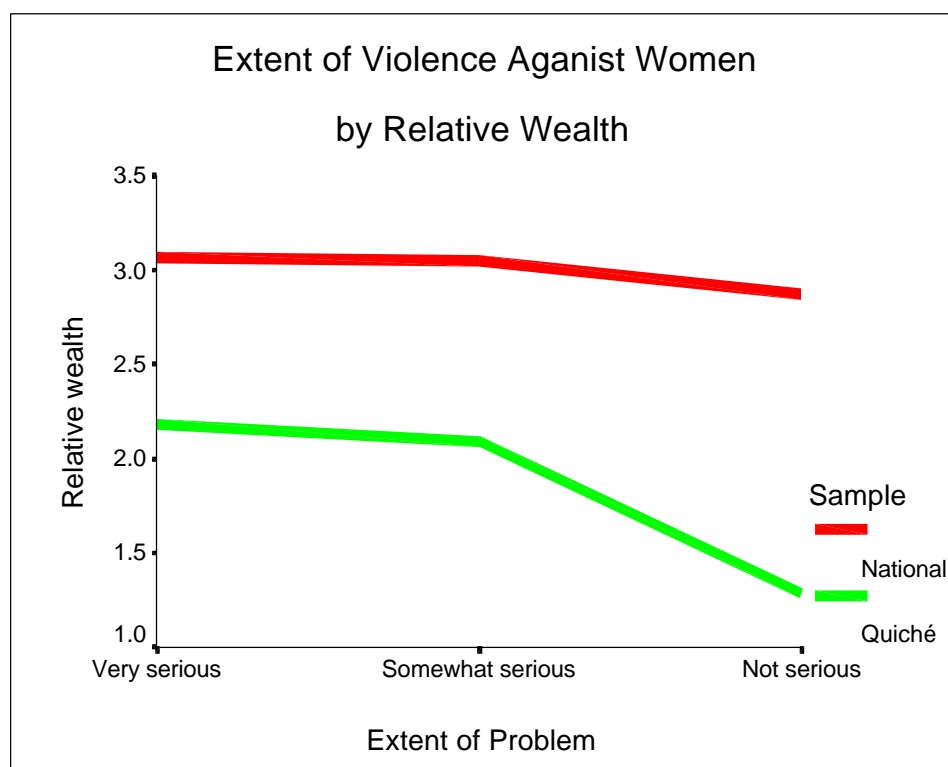
- **Gender:** In Quiché the percent of men and women indicating violence against women was a serious problem is almost exactly the same, while in the country overall the problem is more likely to be identified as serious by women than men; but even there the difference is not great and well over half of the male respondents also believe it is a serious problem.
- **Residential location:** Both in Quiché and in the country overall the problem is somewhat more widely perceived to be serious by persons living in urban as opposed to rural areas.
- **Ethnicity:** In Guatemala overall there is no difference between Ladinos and the indigenous population. In Quiché, however, the indigenous were much more likely to see the problem as serious, but this difference may simply be a consequence of the relatively small number of Ladinos in the sample.

**Table 4.4**

**Perceived Seriousness of Violence Against Women  
By  
Gender, Urban-Rural Location, and Ethnicity**

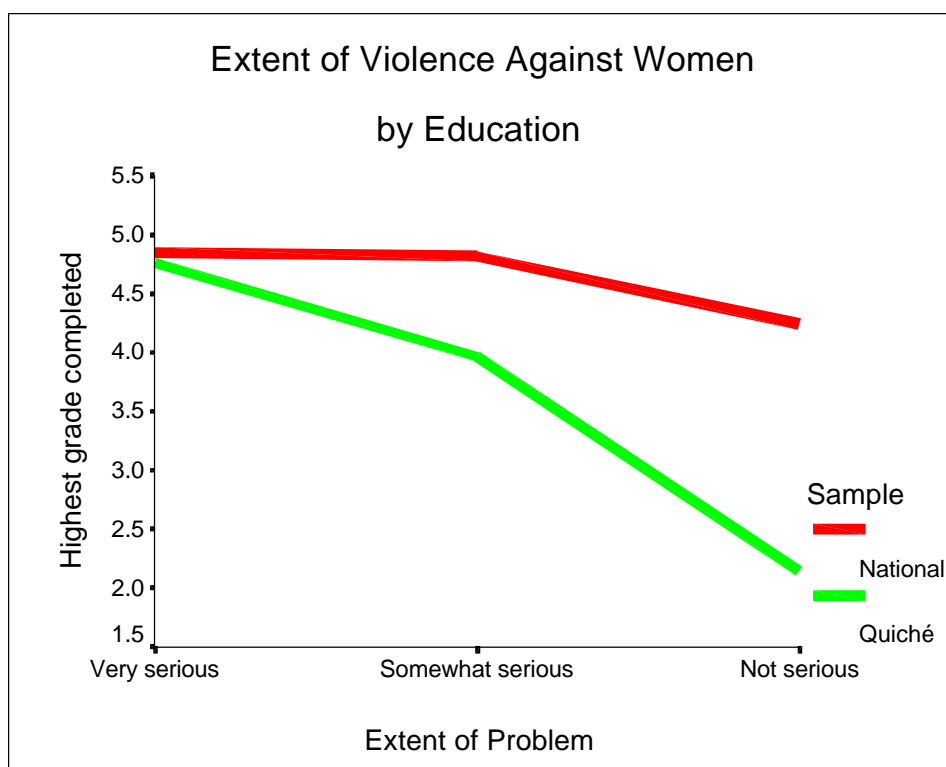
Sample		Seriousness of Problem			
			Very Serious	Somewhat Serious	Not Serious
<b>National</b>	Gender	Female	64%	31%	5%
		Male	57	36	7
	Urban or rural	Urban	63	31	7
		Rural	58	36	6
	Ethnicity	Ladino	62	33	6
		Indigenous	62	33	5
<b>Quiche</b>	Gender	Female	56	36	9
		Male	55	38	6
	Urban or rural	Urban	60	34	6
		Rural	55	38	8
	Ethnicity	Ladino	46	48	6
		Indigenous	58	35	7

We also looked at the relationship with education and income. These results are shown in Figure 4.3 and Figure 4.4. As Figure 4.3 shows, in Quiché the perception of the seriousness of the problem is negatively correlated with wealth; people who do not perceive violence against women to be a problem have relatively less wealth than the rest of the population. In the national survey, however, there is no relationship between relative affluence and relative wealth.



**Figure 4.3: Perception of Violence Against Women and Relative Wealth**

As shown in Figure 4.4, the negative relationship in Quiché between education and the perceived seriousness of violence against women is even stronger than for wealth. The lower the level of education, the less the perception that violence against women is a serious problem. Again, as with wealth, at the national level there is not a significant correlation between education and the perceived seriousness of the problem.



**Figure 4.4: Perception of Violence Against Women and Education**

We also analyzed the data to determine whether there was a relationship between the perception of violence against women and whether or not the respondent or a family member had been the victim of a crime. Essentially there were no differences in this regard for either the Quiché or the national samples. Since much of the violence against women goes unreported, it is not really surprising that no relationship here was found.

### **Accessibility of the System**

As an indicator of how Guatemalans perceive the criminal justice system, we asked the public about the ease with which they could bring a complaint to the police or the courts. In the 1999 survey respondents were asked whether reporting a crime to the police, a judge or other authority was "easy", "difficult" or "very difficult". As shown in table 4.5, in Quiché about two-thirds (32%) percent of the population of the Department indicate they think that reporting a crime is "easy", as compared to about 40 percent for the Guatemalan

population overall. This suggests that there are more difficulties in Quiché than elsewhere.

Table 4.5 also shows the responses from the subgroups of the population who are most likely to have had direct contact with the justice system. These are the people who have been victims of crime, and of those victims those who indicated they actually tried to report a crime. The difference in responses between Quiché and Guatemala overall grows larger when looking at these two sub-populations. Of the victims group, for example, those who thought it was “difficult” or “very difficult” to report a crime was about 60 percent in Guatemala overall, but about 74 percent in Quiché.

Looked at from a slightly different perspective, the data also show that in Quiché people with direct exposure to the justice system are more likely to find it “difficult” or “very difficult” than the general population as a whole, while this is not the case for Guatemala overall. In Quiché, 32 percent of the entire population indicated they thought it was easy to report a crime, but this was true for only 26 percent of those who were victims.

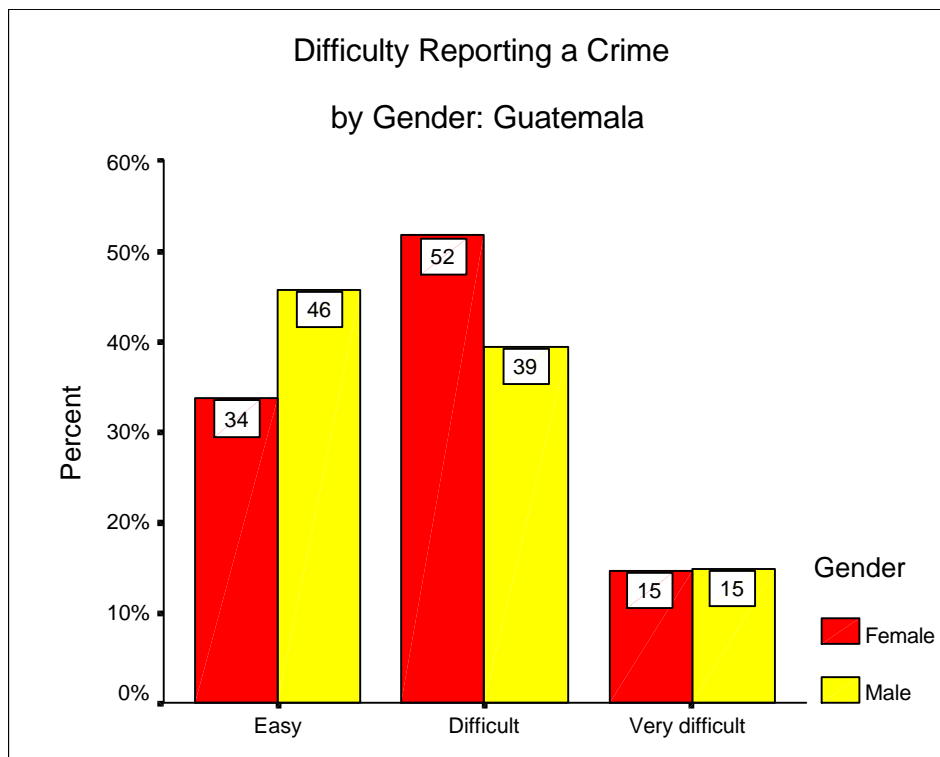
**Table 4.5**

**Ease of reporting a crime:  
Quiché**

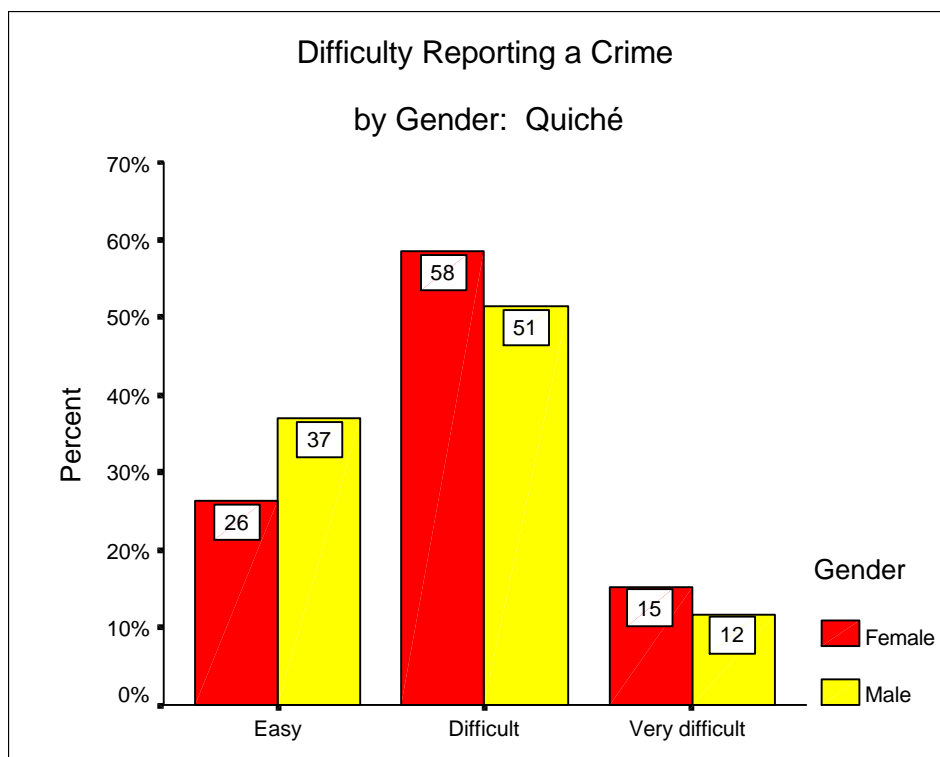
	Entire Population		Victims of Crime		Users of System*	
	Quiché	Guatemala	Quiché	Guatemala	Quiché	Guatemala
Easy	32%	40%	26%	40%	26%	43%
Difficult	55	46	60	45	59	41
Very Difficult	13	15	15	15	15	16

\* Those who indicated they or a family member had been the victim of a crime in the past 12 months and that the crime had been reported.

To investigate whether any of several personal characteristics were associated with respondents' perceptions of the ease of reporting a crime, we conducted various additional analyses. Specifically, we considered gender, age, education level, relative wealth, ethnicity, and participation in civil society organizations. As shown in Figure 4.5 and Figure 4.6 in both Quiché and in the country overall women believe it is more difficult to report a crime than do men. Also, nationally, but not in Quiché, ethnicity is related to people's perceptions of the difficulty of reporting a crime, with indigenous respondents more likely to believe it was difficult (56 percent of Ladinos indicated it was difficult as opposed to 64 percent of indigenous). When the responses of the two samples were compared after controlling for these personal characteristics of the respondents, there was not a significant difference between Quiché and the rest of the country in this regard.



**Figure 4.5: Difficulty Reporting a Crime by Gender: Guatemala**



**Figure 4.6: Difficulty Reporting a Crime by Gender: Quiché**



## Fairness of Procedures

A very important book on public opinion and the legal system, *Why People Obey the Law*, was published by Tom R. Tyler in 1990. Tyler's work shows that the views of people about the legitimacy of the justice system are heavily based on their perception of the fairness of its procedures, especially their assessment that the procedures followed by the police and the courts are fair.

The literature indicates that it is important that people feel as though: (1) they have an opportunity to participate by presenting their interpretation of crucial events to authorities who will base their decisions on facts rather than the personal benefits that may accrue to decision-makers; and (2) the decision-making process is neutral with respect to groups in which they are members. Responses to the questions reported earlier regarding confidence in the police, the Public Ministry and the courts (See Table 4.3) may be viewed as an indicator of public perceptions regarding this aspect of procedural fairness. To provide an indicator of confidence in the justice system as a whole, as opposed to its three separate parts, we combined the responses to the questions about the police, Public Ministry and courts.<sup>3</sup> The results for Quiché and the country overall are shown in Table 4.6. As the table shows, the level of confidence both in Quiché and overall is below the mid-point on our 100 point scale. The data also show that for the country overall the confidence of victims is significantly lower than for non-victims, and although the difference is not statistically significant in Quiché the size of the difference is about the same.<sup>4</sup>

**Table 4.6**

### Confidence in the Justice System Quiché and Guatemala\*

	Quiché	Guatemala
Victims	42	44
Non-victims	47	48**
All respondents	46	47

\* Mean scores on scale of 0-100

\*\* The difference between victims and non-victims is statistically significant (< .05).

Both of the surveys also contained questions to assess the extent to which people believe that decision-making is neutral with respect to the ethnic group to which they belong. The public was asked whether they believed that the police or the courts treated the indigenous population better, worse or the same as the non-indigenous (Ladino) population. As table 4.7 shows, the responses are fairly similar in Quiché and the country as a whole. In both surveys between a quarter and a third of the population believes the police and the courts treat the indigenous population worse than the Ladinos, but about two-thirds of the population believe they are treated about the same. After controlling for

<sup>3</sup> Statistical analyses of the resulting scale indicates that it is reliable at a suitable level (alpha = .71).

<sup>4</sup> The lack of significance is almost certainly due to the smaller sample size in Quiché.

differences in gender, ethnicity, age, education, relative wealth, and urban/rural residence between the two samples, the responses from Quiché and the country overall remained essentially the same.

**Table 4.7**

**Treatment of Indigenous and Non-indigenous Populations by Police and Courts**

	<b>Quiché</b>	<b>Guatemala</b>
<b>Police</b>		
Favor Ladinos	28	32
Favor Indigenous	6	6
Treat the same	66	62
<b>Courts</b>		
Favor Ladinos	32	29
Favor Indigenous	5	3
Treat the same	63	68

**Satisfaction with Outcomes**

Tyler and other researchers have found that the public's perception of procedural fairness is a particularly important factor in their assessment of the legitimacy of the justice system. But this does not mean that the public's overall sense of satisfaction with their encounters with the system will not be important as well. Indeed, it seems reasonable to presume that overall satisfaction with outcomes of encounters with the system would have a substantial influence.

To assess this assumption the 1999 questionnaire included an item asking respondents to think in terms of complaints that they or a member of their family had brought to the police, the Public Ministry or a member of the judiciary and then to indicate whether they were "very satisfied", "somewhat satisfied", or "unsatisfied" with the results that they obtained.

Table 4.8 shows the results for the general public overall, for those who had been a victim of a crime in the past year, and for those victims who indicated that they personally had made a complaint to the police or another member of the justice system. As the table shows, those who have had the most recent and direct exposure with the system are those who are least satisfied with the results. This is particularly true in Quiché, where even more than in the country overall, the percent of respondents with no opinion decreases dramatically as exposure increases, and the "no opinion" responses largely shift to ones of dissatisfaction. More specific highlights of the table include:

- **Police** – In Quiché the percent of persons who made a complaint to the police or judiciary in the past year who were not satisfied with the result was some six times greater than the percent of the public overall (10% to 63%). It is important to note, however that most of the general public (71% in Quiché and 57% overall) would not say whether they were satisfied with their dealings with the police, with well over half the respondents in both samples saying they had not had sufficient dealings with the police on which to base a response. Nevertheless, the data suggest that although most of the population of Quiché has had limited direct contact with the police, and that only about one fifth of those who do have direct dealings are satisfied with the result.
- **Public Ministry** – Over two-thirds of the general public nationally and 80 percent of those in Quiché indicated that they had not had enough direct exposure to the Public Ministry to respond. This is true for even a relatively high percent of crime victims and of those who said they had reported a crime but who did not answer the question about the Public Ministry. This is probably due to the fact that many of the complaints that are made to the police or the courts do not result in direct involvement with the Public Ministry's representatives. Of those who did offer an opinion, both in Quiché and overall, the percentage of crime victims saying they were satisfied with their encounters was substantially lower than in the public at large. In Quiché, of the general public who felt they knew enough about the Public Ministry to respond, 62 percent said they were satisfied, but of the crime victims this was the response of only 34 percent, and of only 35 percent of those who had actually reported a crime. In Guatemala overall the comparable results are: 55 percent, 51 percent and 44 percent. These data suggest that encounters with the Public Ministry's representatives in Quiché are more frequently perceived to be unsatisfactory than are similar encounters in the country overall.
- **Courts** – In Quiché a slightly different pattern emerges for the courts than for the other two institutions. As with the police and Public Ministry, the level of dissatisfaction increases as the respondents' knowledge or involvement grows (from 11% to 53%, or 4.6 times). But so too does the degree of satisfaction (from 13% to 21%), which could be viewed as a positive sign. However, when limiting the analyses to only those who provided an opinion (i.e., who said whether they were satisfied or not), the percent satisfied dropped from 54 percent of the general public to 26 percent of the victims, and the percent dissatisfied increased from 47 percent to 74 percent. This is essentially the same pattern as with the police and Public Ministry. The pattern of responses in Guatemala as a whole is similar but not as dramatic. As the table shows, the percent of all respondents who say they are satisfied ranges only from 19 percent to 24 percent, and those dissatisfied increases 2.5 times, from 15 percent to 38 percent. Again, looking at only the responses from those who rendered an opinion, the range for those satisfied is from 59 percent of the general public to 38 percent of the victims of crime, and the percent of those who were dissatisfied went from 41 percent of the public to 62 percent of the victims of crime.<sup>5</sup> These data suggest that persons in Quiché who have had direct encounters with the criminal system, either by making a

<sup>5</sup> For those providing an opinion, the results are as follows in Quiché: general public - 53 percent, victims – 26 percent, and persons making a complaint 29 percent satisfied. Nationally, the results are: general public – 59 percent, victims – 38 percent, and persons making a complaint – 42 percent.

complaint or simply having a family member who has been the victim of a crime, are more dissatisfied with the courts than are similar people in Guatemala as a whole.

**Table 4.8**

**Satisfaction with Results of Contact with Police, Public Ministry and Courts**

	General Public		Victim of a Crime		Made Complaint in Last 12 Months	
	Quiché	Nat'l	Quiché	Nat'l	Quiché	Nat'l
<b>Police</b>						
Satisfied	19%	30%	20%	30%	21%	45%
Not satisfied	10	13	41	29	63	38
No Opinion	71	57	39	41	16	17
<b>Public Ministry</b>						
Satisfied	11	19	14	18	19	30
Not satisfied	9	12	27	22	34	29
No Opinion	80	69	59	60	47	41
<b>Courts</b>						
Satisfied	13	21	14	19	21	23
Not satisfied	11	15	39	26	53	38
No Opinion	76	64	47	55	26	39

A different sort of indicator of the public's assessment of the outcomes of the system are the responses to a question about their reliance on the police and the courts as opposed to possible alternative sources of justice. Specifically, respondents were asked whether, if a crime was committed in their community and the authorities did not fulfill their responsibilities, "should the people take justice into their own hands: as a general rule, only under certain circumstances, or never?"

After controlling for differences between the two samples with respect to ethnicity, gender, place of residence, relative affluence and education, there was not a significant difference between the Quiché and all of Guatemala. As table 4.9 shows, in both Quiché and Guatemala as a whole about one-third of those who responded to the question indicated they believe that as a general rule it is appropriate for the community to take justice into its own hands when the people think the governmental authorities have not fulfilled their responsibilities.

**Table 4.9****Approval of Taking Justice in Own Hands\***

	<b>Quiché</b>		<b>Guatemala</b>	
	<b>Total</b>	<b>Those Responding</b>	<b>Total</b>	<b>Those Responding</b>
Regularly	25%	33%	29%	32%
Some occasions	7	9	12	13
Never	45	58	50	55
Don't know/ no response	23	na	9	na

\* Respondents were asked whether, if a crime was committed in their community and the authorities did not fulfill their responsibilities, should the people take justice into their own hands: as a general rule, only under certain circumstances, or never.

When the data were analyzed specifically from the perspective of ethnicity, we found that in Quiché members of the indigenous population were more than twice as likely as Ladinos to indicate they believed that it was generally appropriate for communities to take justice into their own hands. They were also much less likely to say that taking justice into their own hands was never an appropriate response. As shown in table 4.10, 37 percent of respondents indicated this would be generally appropriate as a community response, as opposed to 16 percent of the Ladinos, and over three-quarters of the Ladinos (78%) as opposed to only about half of the indigenous (52%) indicated it would never be appropriate.

**Table 4.10****Approval of Taking Justice in Own Hands:  
by Ethnicity**

	<b>Quiché</b>		<b>Guatemala</b>	
	<b>Indigenous</b>	<b>Ladino</b>	<b>Indigenous</b>	<b>Ladino</b>
Regularly	37%	16%	34%	30%
Some occasions	11	6	14	12
Never	52	78	52	58

Table 4.11 shows the responses to this question in terms of gender. As the table shows, there is essentially no difference between males and females in Quiché, nor is the difference significant in the sample of Guatemala as a whole. The data were also assessed to determine if how people responded was associated with being a crime victim or filing a police complaint. There were no meaningful differences associated with either of these considerations.

**Table 4.11**

**Approval of Taking Justice in Own Hands:  
by Gender**

	Quiché		Guatemala	
	Male	Female	Male	Female
Regularly	34%	31%	33%	31%
Some occasions	9	10	15	11
Never	57	59	52	58

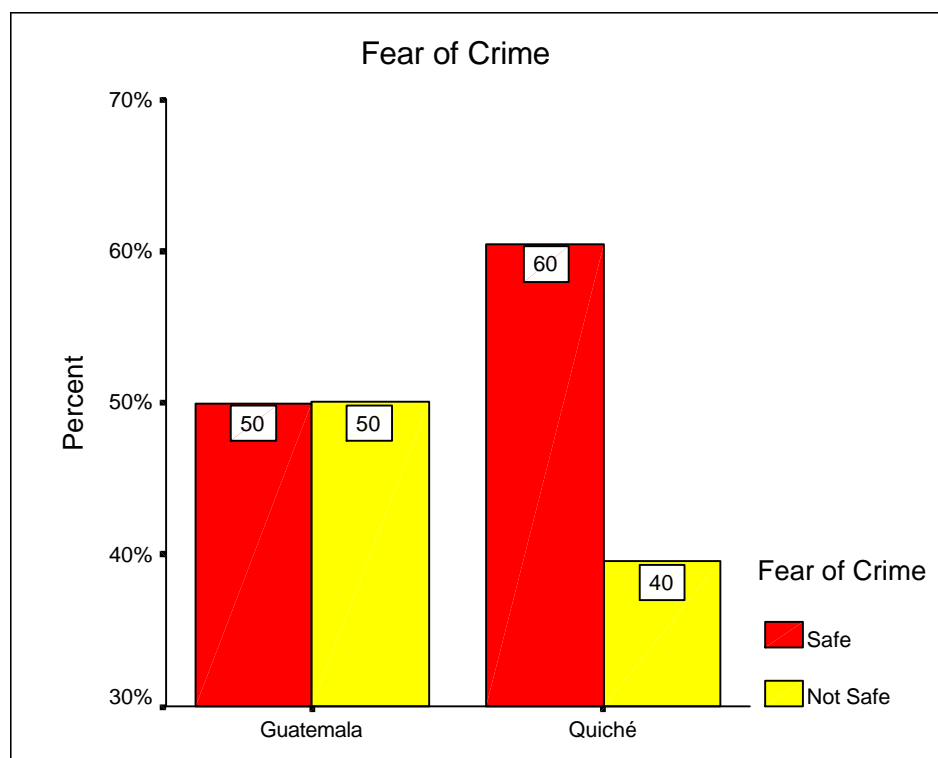
**Fear of Crime**

While crime and the system's response to it are important, so too is the extent to which the public is afraid of crime. As reported elsewhere, analyses of the 1999 national level survey data have shown that feelings of personal security are directly related to a preference for democracy, a lessening of political tolerance, and an increased willingness to take justice into one's own hands.<sup>6</sup>

The indicator from the 1999 DIMS of feelings of personal security, or fear of crime, is an item that asks how secure the respondent feels in his or her neighborhood at night. Specifically, they were asked to indicate whether they felt "very secure", "more or less secure", "a little insecure" or "very insecure" when they walked in their neighborhood at night. To make the responses more clear, we have combined the two indicating the respondent felt secure and interpret them as indicating the respondent generally feels "safe". The other two responses we interpret as indicating the respondent feels "not safe" or is "in fear of crime".

<sup>6</sup> Seligson, Young, et. al. *op. cit.* 2000. Chapter 6.

Figure 4.7 compares the responses for Quiché and Guatemala as a whole. As the figure shows, the population of Quiché feels somewhat safer than do Guatemalans overall. While about 50 percent of the entire population indicate they feel secure, this is the case for about 60 percent of the residents of Quiché.



**Figure 4.7: Fear of Crime**

Table 4.12 shows the percentage of respondents who indicate they are afraid of crime in terms of urban-rural residence, gender, ethnicity, and whether they had been the victim of a crime. As the table shows:

- In Quiché, fear is greater among urban as opposed to rural dwellers, females as opposed to males, Ladinos as opposed to indigenous, and victims as opposed to persons who had not been the victim of a crime.
- The same relationships are true for Guatemala overall as for the Department of Quiché.
- In every case, the percentage of persons indicating they are afraid was lower in Quiché than in the country as a whole.

**Table 4.12**

**Percent Afraid of Crime by:  
Urbanicity, Gender, Ethnicity and Crime Victim**

	<b>Quiché</b>	<b>Guatemala</b>
Urban	45%	56%
Rural	39	43
Male	38	47
Female	41	53
Ladino	45	55
Indigenous	40	47
Victim	46	66
Not Victim	38	46
Total	40	50

It is also of interest to note the relationship between those who expressed a fear of crime and those who indicated they or a member of their family had been the victim of a crime within the past 12 months. As was shown in Table 4.1, about 15 percent of the respondents in Quiché, and 23 percent in Guatemala overall, indicated they had been the victim of crime. This compares to the 40 percent of respondents in Quiché and to the 50 percent overall who indicated they felt insecure or afraid of crime. That is, in both Quiché and the country overall, the percent of people who are afraid of crime is more than twice that of the percent who have been a victim within the past year.

### **Due Process of the Law**

The 1999 survey also included a series of eight items designed to measure the policy preferences of Guatemalans regarding due process of the law. Based on a factor analysis of the national survey data the responses to the eight items form two dimensions: a “tough on crime” dimension and a “tough on social deviance” dimension.<sup>7</sup> Five items are related to fighting crime and the treatment of suspected criminals, and three items related to the treatment of social deviance.

As discussed in the National Report, the series of five items measuring attitudes toward police treatment of criminal suspects produced very wide variation in response. As shown in Table 4.13, a main difference between Quiché and the national sample is the percent of respondents in Quiché who answered “Don’t know.” These were new questionnaire items that were developed on the basis of focus groups and other field testing. Apparently the particularly rural and uneducated respondents in Quiché had more trouble with these items than did respondents elsewhere.

<sup>7</sup> For the results of the factor analysis, see Seligson, Young, et. al. *op. cit.* 2000. pp. 6-11.



**Table 4.13**  
**Tough on Crime Items**

		Sample			
		National		Quiché	
		%	Valid* %	%	Valid* %
35D--When there is serious suspicion of criminal activity	Wait for warrant	71	81	41	72
	Search w/o warrant	16	19	16	28
	Don't know	12	--	43	--
35B--In order for the authorities to fight crime, should they violate laws?	Never violate	63	74	41	79
	Sometimes violate	22	26	11	21
	Don't know	15	--	48	--
35A--What is your opinion of taking justice into own hands?**	Approve	29	32	25	33
	Approve sometimes	12	13	7	9
	Always reject	50	55	45	58
	Don't know	10	--	23	--
35C--To fight crime, should the rights of the accused be violated?	Can be violated	37	46	17	35
	Never violate	44	54	31	65
	Don't know	19	--	52	--
36A--Should the army combat crime?	Army has a role	70	79	53	66
	Only the police	21	21	28	34
	Don't know	11	--	20	--

\* Valid percent is defined as those giving an opinion.

\*\* The question asked in the national survey included a reference to lynching as an example of taking justice into people's own hands. At the strong urging of the field interviewers, this reference was omitted from the phrasing of the question in Quiché.

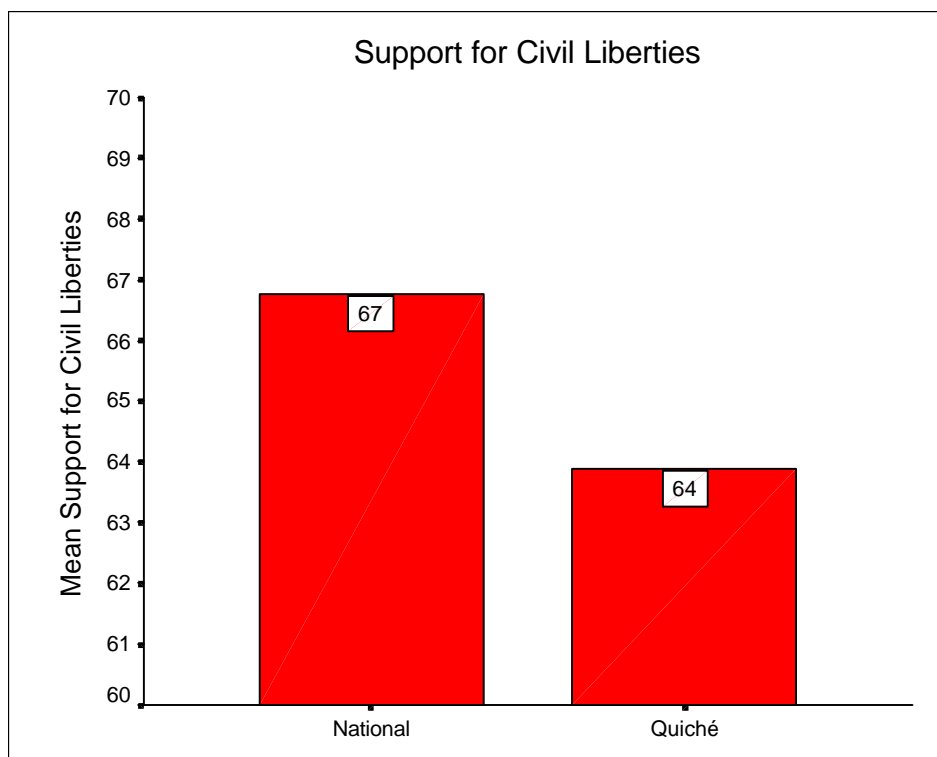
Excluding those who did not respond, the overwhelming majority of the residents of Quiché indicated it was important for authorities to wait for a search warrant (72%), to never violate the laws in order to fight crime (79%) and never to violate the rights of the accused (65%). Over two thirds answered in accordance with support for due process for each of these items, with about 41 percent of the population supporting all three types of civil liberties.

On the other hand, close to half (42%) of those who responded said they would approve of the people taking justice into their own hands if they believed the authorities did not fulfill their responsibilities at least some of the time. It is also interesting to note that in spite of the fact that most residents of Quiché seem to support due process rights, a strong majority (66%) is in favor of the military playing a role in police duties. This is troubling, in light of the very poor human rights record of the Guatemalan military.

To investigate further the attitudes towards violating the rights of the accused, we created a "belief in civil liberties" composite which is composed of the first four variables in Table 4.13, (35D, 35B, 35A and 35C). This composite is scored on a 0 to 100 scale, with a score of 100 signifying high support for civil liberties. For items 35D and 35B, the first response is given a score of 100, the second response a score of 0, and the "Don't know"

response a score of 50. For items 35A and 35C the scoring is reversed except that the “Don’t know” response for question 35A has been coded as missing.

Figure 4.8 presents the data for Quiché and the national sample for the civil liberties data. It shows that in Guatemala overall there is slightly more support for civil liberties than in the Department of Quiché, although the difference is not statistically significant. Thus, in this respect Quiché is reflective of the broader political culture of Guatemala.



\* Difference not significant

**Figure 4.8: Support for Civil Liberties**

Looking more closely in Quiché, we found the level of support for civil liberties for males is slightly higher than that of females, (65 and 62) but the difference is not significant. Similarly, Ladinos in Quiché have a slightly higher level of support for civil liberties than do the indigenous respondents (68 to 62), but again it is not statistically significant. Even though many scholars have emphasized ethnicity as a factor that seriously divides Guatemalans, at least in terms of attitudes toward due process this does not seem to be the case in Quiché.

The responses to the three items on tolerance for the rights of social deviance are shown in Table 4.14. Again, the percentage of “Don’t know” responses is much higher in Quiché than in the country overall. Of those that do respond, in Quiché nearly three-quarters believe that speech should never be limited, but well over half approve of some sort of censorship of television (59%) and nearly two-thirds (64%) are prepared to give up some liberties for the sake of social order.

Looking at the responses to these questions in terms of the differences in the views of men and women we found there to be statistically significant differences in each case. However, the difference was in the percent responding “Don’t know,” with this being much more frequently the response of women than men. The differences between women and men among those who did express an opinion was 5 percent or less in each case. In terms of ethnicity, the only meaningful difference was for the item dealing with censorship of television; Ladinos in Quiché are much more willing to support censorship than the indigenous population (73% vs. 54%).

**Table 4.14**  
**Tough on Social Deviance Items**

		Sample			
		National		Quiché	
		%	Valid* %	%	Valid* %
35F—Should speech be limited?	Limit	26	34	12	29
	Never limit	51	64	30	71
	Don't know	23	--	58	--
35G—What do you think about censorship on television?	Approve Censorship	49	62	24	59
	Oppose Censorship	30	38	17	41
	Don't know	22	--	59	--
35E—Which is better, an ordered society with limits, or disorder with no limits?	Order--limit liberty	57	70	30	64
	Liberty and disorder	25	30	17	36
	Don't know	18	--	53	--

\* Valid percent is defined as those giving an opinion.

### **Factors Associated with Justice System Support**

Earlier in this chapter (see Figure 4.3) we saw that public confidence in the three components of the justice system (police, Public Ministry, and courts) was generally higher among non-victims than victims of crime. To investigate further the factors that contribute to confidence in the justice system we conducted a series of regression analyses. Specifically, we investigated the relative importance of each of the following variables in predicting confidence: in the police, in the Public Ministry, in the courts, and in a composite of the three. The variables we included in the analyses were: gender, ethnicity, relative wealth, urban-rural residence, education, whether or not the respondent was a crime victim, whether the respondent believes it is easy or difficult to report a crime, and whether or not they feel secure. We also included in the analyses of confidence in the police the responses to a question regarding satisfaction with the outcomes of dealing with the police. Similarly, for the analyses of confidence in the Public Ministry we included responses regarding satisfaction with outcomes of dealings with the Ministry, and for the analyses of the courts we included the responses dealing with satisfaction with the courts. For the analyses of the system overall, we included all three satisfaction items in the analyses.

The results of the separate analyses with respect to the police, the Public Ministry and the courts show:

- **Police:** In Quiché age, ethnicity and prior experience with the police are the significant predictors of trust in the police. At the national level, the significant predictors are prior experience and fear of crime. As we would expect, satisfaction with the results of prior experience with the police is positively related to confidence in the police force. Interestingly, in Quiché the analyses suggest that younger respondents have more positive views, as do the indigenous population. In the national survey, the data indicate that being afraid of crime is positively related to confidence in the police.
- **Public Ministry:** In both Quiché and in Guatemala overall, prior experience with the Public Ministry is the only variable from the set we analyzed that was a significant predictor of trust in the Ministry. As might be expected, persons who have previously had a good experience with the Ministry are likely to have a relatively high level of trust in it, while those who have not are not.
- **Courts:** In Quiché, prior experience with the courts and level of education are the significant predictors of confidence in the courts. These variables are also significant in the analysis of the national survey data, as also are fear of crime and whether or not the respondent was a victim of crime. Again, satisfaction with prior experiences with the courts is positively related to confidence in them. Somewhat unexpectedly, both in Quiché and nationally, education was negatively related to confidence in the courts, and nationally, fear of crime is positively related to confidence in the courts, as is not having been a victim of crime.

We also conducted regression analyses to determine which, if any, of the independent variables we identified would be significant predictors of the level of confidence in the justice system as a whole. As previously discussed, we combined responses relating to the police, Public Ministry and courts (see Table 4.6) to create this overall indicator of justice system support. On a national level, we found gender, education, fear of crime, and satisfaction with prior experiences with the Public Ministry to be significant predictors of justice system support. In Quiché only prior experience with the Public Ministry was found to be significant. More specifically, in both Quiché and Guatemala overall, there was a positive relationship between satisfaction with past experiences with the Public Ministry and confidence in the justice system. At the national level and after controlling for other factors, women have lower levels of confidence in the system than men, education is negatively related to confidence in the system, but having a sense of security (i.e., the absence of fear) is positively related to confidence in the system. Given that the bivariate analyses show that women and low to moderately educated residents of urban areas feel particularly vulnerable, we can conclude that, essentially, the findings show that the safer people feel, the more confidence they have in the system<sup>8</sup>.

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<sup>8</sup> Analyses of the national data on education and fear show that fear is greatest among respondents with primary through high school education. It is least among those with no education and those with an education above high school. The percentages expressing fear of crime are: none = 42 percent, primary = 52 percent,

The findings also show that the quality of past dealings with the components of the justice system significantly affect the level of trust or confidence that the system receives. Whether in Quiché or the country overall, the most significant predictor of confidence in the police is the level of satisfaction with prior dealings with the police. The same is true with respect to the Public Ministry and with respect to the courts. That is, satisfaction with past dealings with the Public Ministry is the strongest predictor in both surveys (Quiché and overall) of confidence or trust in that Ministry, and satisfaction with past dealings with the courts is the strongest predictor of trust in the courts. Interestingly, in both Quiché and overall, the strongest predictor of the composite of the three components of the justice system was satisfaction with the Public Ministry, indicating that it plays a particularly strong role in shaping public perceptions of the system.

Taken together, these findings suggest the importance of working to improve the quality of the encounters between the public and the various representatives of the system. How people perceive the fairness and effectiveness of these representatives and of the systems in which they operate determines the level of public trust and confidence the institution receives, and improvements in this regard may contribute substantially to improving the support of the Guatemalan people for their political system overall.

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junior high school = 56 percent, high school = 53 percent and university = 42 percent. The shape of this distribution results in a bivariate correlation of education and fear of crime that is negative but not statistically significant. It should also be noted that people with the least education (63% of those with no education and 50% of those with primary education) live in rural areas, and rural areas were shown in Table 4.8 to be the areas in which fear of crime is least.

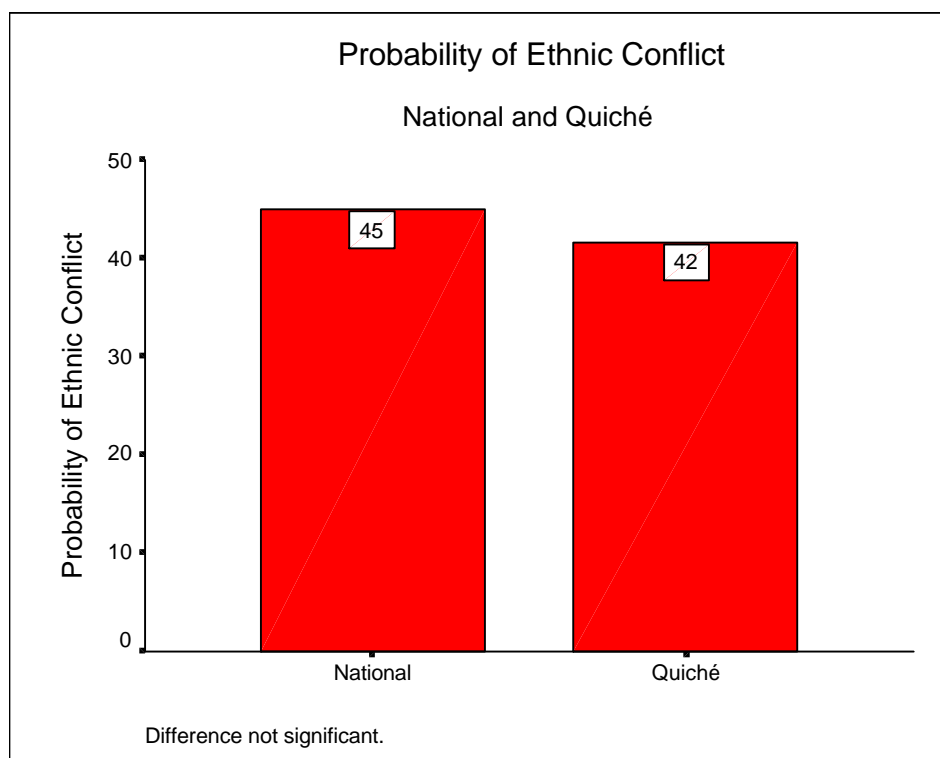
## **Chapter 5**

### **Conclusion: Prospects for Peace**

The Department of Quiché was one of the most seriously affected by the civil conflict in Guatemala that was settled by the Peace Accords. The survey evidence that we have presented in this chapter suggests that the citizens of this department, while differing socio-economically and ethnically from Guatemalans as a whole, differ little in their democratic values and behaviors. We view this as a positive sign that the conflicts of the past can be set aside.

The survey contains clear indicators that the Peace Process is taking hold in Quiché and the prospects for a permanent peace are good. Quiché was among the most seriously conflicted areas during the thirty-year period of civil war, and in the eyes of many observers a center of hostility between the indigenous and Ladino segments of the population. In the survey we asked (question 72B) how probable the respondent thought that an ethnic conflict would be in the future. We asked this question in Quiché and in the rest of the country. What we found is that a somewhat lower percentage of Quiché residents thought that such a conflict was very probable. Once again, however, the proportion of non-response in Quiché was quite high (45%) compared to the country as a whole (17%), so we have to qualify our confidence in this question.

Converting the variable to a 0 – 100 scale<sup>1</sup> makes it easier to compare the national sample with the Department of Quiché responses. Figure 5.1 shows the mean level of those who believe that an ethnic conflict is probable in Guatemala, for the data from Quiché and Guatemala overall.

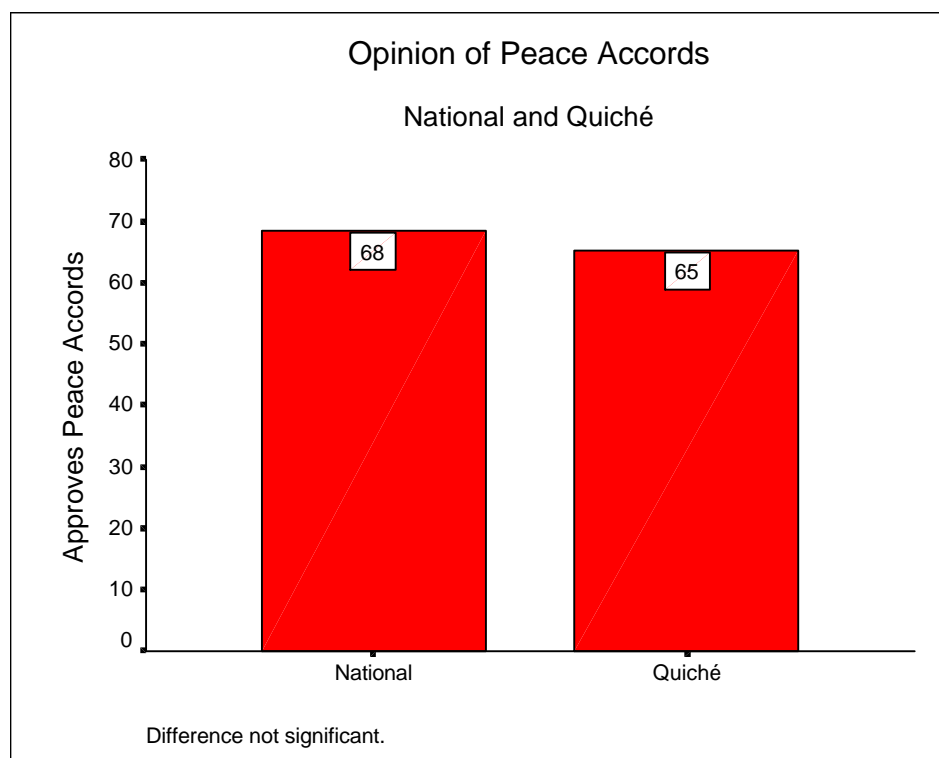


**Figure 5.1: Probability of Ethnic Conflict**

<sup>1</sup> The belief that an ethnic conflict is “very probable” is scored as 100, “slightly probable” as 50, and “not probable” as 0.

We also asked (question 80A) for an evaluation of the peace process, something we examined in great detail in the main report. We find that in Quiché, a very similar percentage of the population in Quiché as opposed to the country as a whole thought that the accords were very good (38% in Guatemala overall vs. 44% in Quiché), or somewhat good (55% in Guatemala overall, and 49% in Quiché) and only 7% of those in both Quiché and the nation thought that the accords were not good.

Again, by converting the item to a 0-100 scale<sup>2</sup>, we see that a positive view of the Peace Accords is almost the same in Guatemala overall versus the Department of Quiché, Figure 5.2 presents the results.



**Figure 5.2: Opinion of the Peace Accords**

Our conclusion from this data, then, is that unlike so many studies that have been focused on the ethnic distinctiveness of Quiché, our research, while not disputing those views, does show that on the issue of democracy and peace, Quiché very much follows the national pattern. As discussed in the report on the National data<sup>3</sup>, Ladinos and Indigenous, women and men, educated and uneducated and urban as well as rural Guatemalans tend to support the Peace Accords which is a positive sign for the continuation of efforts to implement them.

<sup>2</sup> The response that the Peace Accords are “very good” equals 100, “Somewhat good” equals 50, and “Not very good” equals 0.

<sup>3</sup> Seligson, Young, et al. *op cit.* 2000. Chapter 7.



# **APPENDIX 1**

## **Questionnaire**

ENCUESTA DE CONOCIMIENTOS,  
ACTITUDES Y PRACTICAS DE DEMOCRACIA  
GUATEMALA, 1999

**VERSIÓN 13**  
AGOSTO 11, 1999  
**CEOP**

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**Al Entrevistador:**

LAS MAYÚSCULAS **EN NEGRITA** SON INSTRUCCIONES ESPECIFICAS AL ENCUESTADOR. NO DEBEN LEERSE EN VOZ ALTA ANTE EL ENTREVISTADO.

LAS MAYÚSCULAS SIMPLES, SON OPCIONES PARA CODIFICAR LA RESPUESTA DEL ENTREVISTADO; Y, A MENOS QUE APAREZCA **INSTRUCCIÓN** EN CONTRARIO, TAMPOCO DEBEN LEERSE AL ENTREVISTADO.

Las minúsculas **en negrita** son opciones de respuesta que se deben leer al entrevistado.

Los textos en minúscula simple, corresponden a las preguntas que deben presentarse al entrevistado. Las palabras o frases subrayadas son puntos de énfasis que deben hacerse al presentar la pregunta.

## Instrucciones Generales

1. Antes de dirigirse a la vivienda que le corresponde, **VERIFIQUE** que la hoja de respuestas esté total y correctamente llenada en los códigos de "NO.", "REG.", "U/R", "DEPTO.", "MPIO.", y "SECTOR CENSAL".
2. **IDENTIFIQUE** al informante: Que sea nacido en el país; que esté dentro de la **cuota por sexo** que le fue asignada; y que ha sido escogido conforme a las instrucciones que ha recibido para la selección dentro del hogar CENSAL.
3. **PRESÉNTASE:**  
  
*- Vengo en nombre de ASIES (Asociación de Investigación y Estudios Sociales). Estamos haciendo una encuesta en todo el país sobre aspectos muy importantes de la situación nacional, incluyendo los problemas que vivimos los guatemaltecos.*  
*Esta casa ha sido seleccionada por sorteo para hacer una entrevista, por lo que le agradeceré que nos dedique unos minutos.*  
*Estas encuestas son confidenciales y no le vamos a preguntar su nombre ni apellido. No hay respuestas correctas ni incorrectas, todas son importantes para nosotros. Por favor, contésteme las preguntas de acuerdo a lo que usted cree o piensa.*
4. ANOTE en el primer renglón de la hoja de respuestas, el SEXO (1 = HOMBRE, 2 = MUJER) y la EDAD (años cumplidos) del informante, la HORA DE INICIO de la entrevista y el idioma en que se realiza la misma: [IDIOMA1.]1 = ESPAÑOL, 2 = MAM, 3 = Q'EQCHI', 4 = K'ACHIKEL, 5 = K'ICHE', 6 = IXIL.

- 01 [A4A.]Para empezar: Como usted sabe, todas las comunidades tienen problemas, unos más grandes que otros.  
¿Cuál cree usted que es el problema más serio que tienen los habitantes de [DIGA EL NOMBRE DEL LUGAR]?  
No me refiero al principal problema de todo el país, sino sólo de esta [DIGA CIUDAD, ALDEA, COMUNIDAD]

**ACEPTE SOLO UN PROBLEMA Y CODIFIQUELO EN LA HOJA DE RESPUESTAS:**

01	COSTO DE LA VIDA/POBREZA	14	DELINCUENCIA COMÚN
02	DESEMPLEO/POCO TRABAJO	15	CONTAMINACIÓN AMBIENTAL
03	BAJOS SALARIOS/INGRESOS	16	TRANSPORTE/CAMINOS
04	POCA VENTA/MALA COSECHA	17	OTRO [NO ESPECIFIQUE]
05	TIERRA ESCASA/CARA	18	LA VIOLENCIA EN GENERAL
06	EDUCACIÓN/ANALFABETISMO	19	NARCOTRÁFICO
09	VIVIENDA ESCASA/CARA	20	CORRUPCIÓN
10	DESNUTRICIÓN/MALA SALUD	21	MAL GOBIERNO
11	FALTA DE AGUA POTABLE		
12	POCA UNIÓN/ORGANIZACIÓN	07	NO SABE
13	GUERRA/TERRORISMO	08	NO RESPONDE

- 02 [A4.]Ahora sí, hablando de todo el país, ¿cuál cree usted que es el problema más serio que tenemos en toda Guatemala?

**ACEPTE SOLO UN PROBLEMA Y CODIFIQUELO EN LA HOJA DE RESPUESTAS:**

01	COSTO DE LA VIDA/POBREZA	14	DELINCUENCIA COMÚN
02	DESEMPLEO/POCO TRABAJO	15	CONTAMINACIÓN AMBIENTAL
03	BAJOS SALARIOS/INGRESOS	16	TRANSPORTE/CAMINOS
04	POCA VENTA/MALA COSECHA	17	OTRO [NO ESPECIFIQUE]
05	TIERRA ESCASA/CARA	18	LA VIOLENCIA EN GENERAL
06	EDUCACIÓN/ANALFABETISMO	19	NARCOTRÁFICO
09	VIVIENDA ESCASA/CARA	20	CORRUPCIÓN
10	DESNUTRICIÓN/MALA SALUD	21	MAL GOBIERNO
11	FALTA DE AGUA POTABLE		
12	POCA UNIÓN/ORGANIZACIÓN	07	NO SABE
13	GUERRA/TERRORISMO	08	NO RESPONDE

- 03 [LS2.]¿Qué piensa de su situación económica en general? ¿Se siente satisfecho o insatisfecho?

**TRATE DE LOGRAR UNA RESPUESTA DEFINIDA.  
SOLO EN CASO EXTREMO, ANOTE LA RESPUESTA  
"SATISFECHO A MEDIAS"**

1	SATISFECHO	3	SATISFECHO A MEDIAS
2	INSATISFECHO	8	NO RESPONDE

- 05 [LS3.]En términos generales, ¿está usted satisfecho de su forma de vida actual?  
¿Diría usted que se siente satisfecho o insatisfecho?

**TRATE DE LOGRAR UNA RESPUESTA DEFINIDA.  
SOLO EN CASO EXTREMO, ANOTE LA RESPUESTA  
"SATISFECHO A MEDIAS"**

1	SATISFECHO	3	SATISFECHO A MEDIAS
2	INSATISFECHO	8	NO RESPONDE

¿Acostumbra usted escuchar algún programa de noticias? **[Leer cada uno y marcar en la hoja de respuestas]**

5A1. POR RADIO	1. Sí	0. No	8. NS/NR
5A2. POR TELEVISIÓN	1. Sí	0. No	8. NS/NR
5A3. LEE NOTICIAS EN EL PERIÓDICO	1. Sí	0. No	8. NS/NR

Ahora le voy a mencionar varios tipos de organizaciones, para que usted me diga si asiste a reuniones de algunos de estos grupos, y si lo hace frecuentemente, pocas veces o nunca:

**VAYA LEYENDO LA LISTA, REPITIENDO LA PREGUNTA SI ES NECESARIO, Y ANOTANDO LAS RESPUESTAS CON EL CÓDIGO CORRESPONDIENTE, EN LA HOJA DE RESPUESTAS:**

LISTA DE RESPUESTAS:		FREC.	POCAS	V.	NUNCA	N/R
6	[CP6.]Comité o Asociación en la Iglesia?	1	2	3	8	
7	[CP7.]Asociación de Padres en la Escuela?	1	2	3	8	
8	[CP8.]Comité Pro-mejoramiento en la comunidad?	1	2	3	8	
9	[CP9.]Asociación de personas que tienen la misma ocupación que usted?	1	2	3	8	
10	[CP12.]Asociación o Club de Servicio (como Leones, Bomberos, etc.)	1	2	3	8	
11	[CP10.]Sindicato de trabajadores o de campesinos?	1	2	3	8	
12	[CP11.]Cooperativa?	1	2	3	8	
12a	[ ] Partido político	1	2	3	8	
12b	Comité Cívico	1	2	3	8	
12c	Comités o Asociaciones de beneficio o desarrollo comunal (Por ejemplo: Comités Pro-Agua, Pro-Luz, etc.)	1	2	3	8	

Para resolver problemas propios o de la comunidad, ¿ha pedido usted muchas veces o pocas veces la ayuda de...

**VAYA LEYENDO LA LISTA, REPITIENDO LA PREGUNTA SI ES NECESARIO, Y ANOTANDO LAS RESPUESTAS CON EL CÓDIGO CORRESPONDIENTE, EN LA HOJA DE RESPUESTAS:**

		MUCHAS	POCAS	NUNCA	N/R
13	[CP4.]...el Gobierno?	1	2	3	8
14	[CP3.]...el Alcalde Municipal?	1	2	3	8
15	[CP2.]...algún Diputado al Congreso?	1	2	3	8
15a	algún Comité, Consejo o Junta Comunal	1	2	3	8

Dígame si las siguientes instituciones ayudan mucho, poco o nada, para resolver los problemas más importantes del país:

**VAYA LEYENDO LA LISTA, REPITIENDO LA PREGUNTA  
SI ES NECESARIO, Y ANOTANDO LAS RESPUESTAS  
CON EL CÓDIGO CORRESPONDIENTE, EN LA  
HOJA DE RESPUESTAS:**

		MUCHO	POCO	NADA	N/R
16	[DD14.]El Gobierno	1	2	3	8
17	[DD15.]Las Iglesias de cualquier religión	1	2	3	8
18	[DD16.]Los militares	1	2	3	8
19	[DD18.]Los Jueces, los tribunales de justicia	1	2	3	8
20	[DD19.]Los sindicatos	1	2	3	8
21	[DD20.]La prensa, ya sea escrita, por radio, o por televisión	1	2	3	8
22	[DD21.]Los partidos políticos	1	2	3	8
23	[DD24.]Los diputados del Congreso	1	2	3	8
23a	Grupos o Asociaciones Mayas o Indígenas	1	2	3	8
23b	Empresarios	1	2	3	8

Ahora vamos a hablar de la municipalidad de este municipio.

23A [NP1]. ¿Ha tenido usted la oportunidad de asistir a una sesión o reunión convocada por la municipalidad durante los últimos 12 meses?

1. SI    2. NO    8. NO SABE/ NO RECUERDA

23B [NP2]. ¿Ha solicitado ayuda o hecho alguna petición a funcionarios, alcaldes auxiliares, concejales o síndicos o alguna oficina de la municipalidad durante los últimos 12 meses?

1. SI    2. NO.    8. NO SABE/ NO RECUERDA

23D [SGL1]. ¿Cree usted que los servicios que esta municipalidad está dando a los vecinos son excelentes, buenos, regulares, malos o pésimos?

1. EXCELENTE                      4. MALO  
2. BUENO                            5. PÉSIMO  
3. REGULAR                        8. NO SABE/NO RESPONDE

23F [LGL1]. Para ayudar a resolver los problemas de esta comunidad, quién ha respondido mejor? ¿El Gobierno Central? ¿Los diputados? o ¿La municipalidad?

1. EL GOBIERNO CENTRAL                      3. LA MUNICIPALIDAD    5. TODOS IGUAL  
2. LOS DIPUTADOS                            4. NINGUNO                      8. NO SABE/NO RESPONDE

[No leer # 4 o # 5]

23G La Alcaldía o Municipalidad de este lugar, ¿ Lo mantiene a usted muy bien informado, algo informado, no bien informado o nada informado de las actividades que realiza?

1. MUY BIEN INFORMADO                      3. NO BIEN INFORMADO 8. NO SABE/NO RESPONDE  
2. ALGO INFORMADO                            4. NADA INFORMADO

24 [VB1.].¿Está ud. Empadronado para votar?

- 1 SI.....**SIGA A LA PRÓXIMA PREGUNTA**  
2 NO.....**PASE A LA PREGUNTA 27a. Y MARQUE 9 “NO APLICA”**  
**EN LA P.25 Y 99 EN LA P.25A**  
8 NO RESPONDE.....**PASE A LA PREGUNTA 27a. Y MARQUE 9 “NO APLICA”**  
**EN LA P.25 Y 99 EN LA P.25A**

25 [VB2.].¿Votó usted en las elecciones Presidenciales de 1995?

- 1 SI.....**PASE A LA PROXIMA PREGUNTA**  
2 NO.....**PASE A LA PREGUNTA 27a. Y MARQUE 99 “NO APLICA” EN LA P.25A**  
8 NO RESPONDE .....**PASE A LA PREGUNTA 27a. Y MARQUE 99 “NO APLICA” EN LA P.25A**  
9 NO APLICA

25A. ¿Por cuál partido votó para presidente en 1995?

- |     |                                    |         |
|-----|------------------------------------|---------|
| 01. | DEMOCRACIA CRISTIANA GUATEMALTECA  | DCG     |
|     | UNIÓN DEL CENTRO NACIONAL          | UCN     |
|     | PARTIDO SOCIAL DEMÓCRATA           | PSD     |
| 02. | FRENTE REPUBLICANO GUATEMALTECO    | FRG     |
| 03. | PARTIDO DE AVANZADA NACIONAL       | PAN     |
| 04. | MOVIMIENTO DE LIBERACIÓN NACIONAL  | MLN     |
| 05. | DESARROLLO INTEGRAL AUTENTICO      | DIA     |
| 06. | OFRENTE DE UNIDAD NACIONAL         | FUN     |
|     | PARTIDO INSTITUCIONAL DEMOCRÁTICO  | PID     |
| 07. | PARTIDO REFORMADOR GUATEMALTECO    | PREG    |
| 08. | MOVIMIENTO DE LOS DESCAMISADOS     | MD      |
| 09. | CENTRAL AUTENTICA NACIONALISTA     | CAN     |
| 10. | FUERZA DEMOCRÁTICA POPULAR         | FDP     |
| 11. | MOVIMIENTO PATRIÓTICO LIBERTAD     | MPL     |
|     | PARTIDO DE CONCILIACIÓN NACIONAL   | PCN     |
| 12. | PARTIDO PROGRESISTA                | PP      |
| 13. | ALIANZA POPULAR CINCO              | AP5     |
| 14. | UNIÓN DEMOCRÁTICA                  | UD      |
| 15. | PARTIDO LIBERTADOR PROGRESISTA     | PLP     |
| 16. | PARTIDO DEMÓCRATA GUATEMALTECO     | PDG     |
| 17. | CAMBIO HISTÓRICO NACIONAL          | CAMHINA |
| 18. | PARTIDO DEL PUEBLO                 | PDP     |
| 19. | FRENTE DEMOCRÁTICO NUEVA GUATEMALA | FDNG    |
| 20. | NO VOTO                            |         |
| 77. | NULO O BLANCO                      |         |
| 88. | NO SABE/NO CONTESTA                |         |
| 99. | NO APLICA                          |         |

¿Cuál es su opinión acerca de los siguientes líderes del país: desfavorable, poco favorable, favorable o si es muy favorable.

**[LEER LAS OPCIONES POR CADA PREGUNTA]**

		DESFAVORABLE	POCO FAVORABLE	FAVORABLE	MUY FAVORABLE	NO SABE/ NO CONTESTA
27a.	Rigoberta Menchú	1	2	3	4	8
27b.	Oscar Berger	1	2	3	4	8
27c.	Efraín Ríos Montt	1	2	3	4	8
27d.	Alvaro Colom	1	2	3	4	8
27e.	Alfonso Portillo	1	2	3	4	8

28 [VB4.] En Guatemala muchos ciudadanos empadronados dejan de votar. ¿Por qué cree usted que dejan de votar?

**NO LEA LAS OPCIONES. ACEPTÉ SOLO UNA RAZÓN Y CODIFIQUELA EN LA HOJA DE RESPUESTAS:**

01	NO CREEN EN LAS ELECCIONES	06	POR FALTA DE EDUCACION CIVICA
02	POR LA VIOLENCIA/INSEGURIDAD	10	PORQUE NO CREEN EN EL SISTEMA DEMOCRATICO
03	POR PROBLEMAS DE SALUD	11	NO REPRESENTA CAMBIO EN SU VIDA
04	POR PROBLEMAS DE TRANSPORTE	88	NO RESPONDE
05	POR ATENDER EL TRABAJO		

29 [VB1A.]¿Está usted inscrito en algún partido político? No me diga en cuál, sólo quiero saber si está inscrito o no en algún partido.

1	SI	2	NO	8	NO RESPONDE
---	----	---	----	---	-------------

30 Algunas personas dicen que vale la pena votar, otros dicen que no vale la pena. ¿Usted que opina?  
¿Vale la pena votar, o no vale la pena?

**LOGRE UNA RESPUESTA DEFINIDA, SOLO EN CASO EXTREMO, MARQUE "DEPENDENDE/ALGUNAS VECES"**

1	VALE LA PENA	7	NO SABE
2	NO VALE LA PENA	8	NO RESPONDE
3	DEPENDENDE/ALGUNAS VECES		

31 [CCII.]Algunos piensan que no vale la pena participar en política, porque de todos modos, la opinión de uno no cuenta en las decisiones del gobierno. ¿Cree usted que vale la pena, o que no vale la pena participar en política?

**TRATE DE LOGRAR UNA RESPUESTA DEFINIDA.  
SOLO EN CASO EXTREMO, ANOTE LA RESPUESTA "DEPENDENDE/ALGUNAS VECES/..."**

1	VALE LA PENA	7	NO SABE
2	NO VALE LA PENA	8	NO RESPONDE
3	DEPENDENDE/ALGUNAS VECES...		

31A. ¿Votó usted en la Consulta Popular de mayo?

1. SI..... **SIGA LA SIGUIENTE PREGUNTA**
2. NO..... **MARQUE 9 “NO APLICA” EN LA P.31B  
Y PASE A LA P.31C**
8. NO RESPONDE.....**MARQUE 9 “NO APLICA” EN LA P.31B  
Y PASE A LA P.31C**
9. NO APLICA (No esta empadronado)

31B. En general, ¿votó usted por el sí o por el no en la Consulta?

1. SI
2. NO
- 8.NO RESPONDE
9. NO APLICA (NO VOTO)

31C. Si las elecciones presidenciales fueran mañana, ¿por cuál **partido político** votaría usted?

- |     |  |       |
|-----|--|-------|
| 1.  | DEMOCRACIA CRISTIANA   | DC    |
| 2.  | FRENTE REPUBLICANO GUATEMALTECO  | FRG   |
| 3.  | MOVIMIENTO DE LIBERACIÓN NACIONAL  | MLN   |
| 4.  | PARTIDO DE AVANZADA NACIONAL   | PAN   |
| 5.  | UNIÓN DEL CENTRO NACIONAL  | UCN   |
| 6.  | FRENTE DEMOCRÁTICO NUEVA GUATEMALA   | FDNG  |
| 7.  | PARTIDO LIBERTADOR PROGRESISTA   | PLP   |
| 8.  | ALIANZA DEMOCRÁTICA  | AD    |
| 9.  | PARTIDO UNION VERDE  | PUV   |
| 10. | ACCION RECONCILIADORA DEMOCRATICA  | ARDE  |
| 11. | ALIANZA NUEVA NACION (URNG-DIA-UNID)   | ANN   |
| 12. | ALIANZA RECONCILIADORA NACIONAL  | ARENA |
| 20. | NO PIENSO VOTAR..... <b>MARQUE 99 EN LA 31D Y 3 EN 31E<br/>Y SIGA A LA 32</b>    |       |
| 77. | NULO O BLANCO..... <b>MARQUE 99 EN LA 31D Y 3 EN 31E<br/>Y SIGA A LA 32</b>      |       |
| 88. | NO SABE/NO RESPONDE.... <b>MARQUE 99 EN LA 31D Y 3 EN 31E<br/>Y SIGA A LA 32</b> |       |

31D. ¿Por que votaría usted por ese partido? (**NO LEA LAS OPCIONES**)

01. PORQUE VAN A PONER ORDEN
02. PORQUE TIENE GENTE CAPAZ
03. PORQUE TIENEN UN BUEN CANDIDATO PRESIDENCIAL
04. PORQUE TIENEN BUENOS CANDIDATOS A DIPUTADOS
05. PORQUE PUEDEN AYUDAR A RESOLVER EL PROBLEMA DE LA POBREZA-COSTO DE VIDA
06. PORQUE PUEDEN AYUDAR A RESOLVER EL PROBLEMA DE LA DELINCUENCIA
07. PORQUE COMPARTE SUS IDEAS POLÍTICAS
10. PORQUE TIENE GENTE HONRADA
11. OTRO (**ESPECIFIQUE**)\_\_\_\_\_
88. NO SABE/NO RESPONDE
99. NO APLICABLE (NO ESTA EMPADRONADO)

31E. ¿Qué tan probable es que Usted vaya a votar?

1. MUY PROBABLE
2. ALGO PROBABLE
3. NADA PROBABLE
8. NO SABE/NO RESPONDE



- 32 [CCI2.]¿Cómo cree usted que la mayoría de los empleados públicos lo atienden a usted?  
¿Muy bien..., bien..., mal... o muy mal?

**TRATE DE LOGRAR UNA RESPUESTA DEFINIDA.  
SOLO EN CASO EXTREMO, ANOTE LA RESPUESTA "REGULAR"**

- |   |          |   |              |
|---|----------|---|--------------|
| 1 | MUY BIEN | 5 | REGULAR      |
| 2 | BIEN     | 7 | NO LE CONSTA |
| 3 | MAL      | 8 | NO RESPONDE  |
| 4 | MUY MAL  |   |              |

- 32A ¿Cree usted que avisar o denunciar un delito a la policía, autoridad o juzgados es fácil, difícil o muy difícil?

- |    |             |                 |
|----|-------------|-----------------|
| 1. | FÁCIL       | 6. NO LE CONSTA |
| 2. | DIFÍCIL     | 8. NO RESPONDE  |
| 3. | MUY DIFÍCIL |                 |

- 32C Durante los últimos 12 meses, ¿Usted o algún miembro de su familia ha sido víctima de robos, asaltos, agresiones o secuestros?

- |    |                          |   |
|----|--------------------------|---|
| 1. | SI.....                  | <b>PASE A LA SIGUIENTE PREGUNTA</b>       |
| 2. | NO.....                  | <b>MARQUE 9 EN LA 32D Y PASE A LA 32E</b> |
| 8. | NO SABE/NO RESPONDE..... | <b>MARQUE 9 EN LA 32D Y PASE A LA 32E</b> |

- 32D ¿Lo ha denunciado o dado aviso a la policía, autoridad o juzgado?

- |    |    |    |             |
|----|----|----|-------------|
| 1. | SI | 8. | NO RESPONDE |
| 2. | NO | 9. | NO APLICA   |

De los trámites que usted o alguien de su familia ha hecho con las siguientes entidades,  
¿Se siente muy satisfecho, satisfecho, o insatisfecho de los resultados obtenidos?

	MUY SATISFECHO	SATISFECHO	INSATISFECHO	NS/ NR	(NO HA HECHO TRAMITES)
32E. La Policía	1	2	3	8	9
32G. Los Juzgados o los Tribunales de Justicia	1	2	3	8	9
32H. El Ministerio Público	1	2	3	8	9
32I. La municipalidad	1	2	3	8	9

- 35A En varias comunidades se han linchado a supuestos delincuentes. Algunos dicen que cuando las autoridades no cumplen con su responsabilidad la gente puede hacer justicia con su propia mano, otros dicen que no debe recurrirse a esas medidas. Con qué opinión está usted más de acuerdo?

1. DE ACUERDO CON JUSTICIA PROPIA
2. SOLO EN ALGUNAS OCASIONES DEBE RECURRIRSE A ESO
3. NUNCA DEBE HACERSE JUSTICIA POR MANO PROPIA
8. NO SABE/NO RESPONDE

- 35B ¿Con cuáles de las siguientes frases está usted más de acuerdo?  
Para que las autoridades puedan luchar contra la delincuencia, nunca deberían violar las reglas o leyes o algunas veces tienen que violar las reglas o leyes.
1. NUNCA DEBERÍAN VIOLAR LAS REGLAS O LEYES
  2. ALGUNAS VECES TIENEN QUE VIOLAR LAS REGLAS O LEYES
  8. NO SABE/NO RESPONDE
- 35C Cuando se trata de combatir la delincuencia común, ¿con qué frase está más de acuerdo?  
Parar la delincuencia, aunque a veces se violan los derechos de la persona acusada, o nunca se debe violar los derechos de la persona acusada.
1. PARAR LA DELINCUENCIA, AUNQUE A VECES SE VIOLAN LOS DERECHOS DE LA PERSONA ACUSADA, O
  2. NUNCA SE DEBE VIOLAR LOS DERECHOS DE LA PERSONA ACUSADA
  8. NO SABE/NO RESPONDE
- 35D Cuando se tienen serias sospechas de las actividades criminales de una persona, ¿cree usted que:  
Se debería esperar a que el juzgado de la orden respectiva, o la policía debe entrar a su casa sin necesidad de una orden judicial.
1. SE DEBERÍA ESPERAR A QUE EL JUZGADO DE LA ORDEN RESPECTIVA, O
  2. LA POLICÍA DEBE ENTRAR A SU CASA SIN NECESIDAD DE UNA ORDEN JUDICIAL
  8. NO SABE/NO RESPONDE
- 35E ¿Qué cree usted que es mejor? Vivir en una sociedad ordenada aunque se limiten algunas libertades, o respetar todos los derechos y libertades, aun si eso causa algo de desorden.
1. VIVIR EN UNA SOCIEDAD ORDENADA AUNQUE SE LIMITEN ALGUNAS LIBERTADES, O
  2. RESPETAR TODOS LOS DERECHOS Y LIBERTADES, AUN SI ESO CAUSA ALGO DE DESORDEN.
  8. NO SABE/NO RESPONDE
- 35F ¿Con cuál opinión está usted más de acuerdo: Algunas personas tienen ideas tan extrañas que es mejor limitarles su derecho de expresarse, o nunca se debería limitar el derecho de expresarse a una persona, no importando que tan extremas sean sus ideas.
1. ALGUNAS PERSONAS TIENEN IDEAS TAN EXTRAÑAS QUE ES MEJOR LIMITARLES SU DERECHO DE EXPRESARSE, O
  2. NUNCA SE DEBERÍA LIMITAR EL DERECHO DE EXPRESARSE A UNA PERSONA, NO IMPORTANDO QUE TAN EXTREMAS SEAN SUS IDEAS
  8. NO SABE/NO RESPONDE
- 35G ¿Con cuál opinión esta usted más de acuerdo: Que para proteger los valores morales de la sociedad algunas veces hay que prohibir que algunas ideas y comentarios sean transmitidas por televisión, o no se debe controlar lo que es transmitido por televisión.
1. QUE PARA PROTEGER LOS VALORES MORALES DE LA SOCIEDAD ALGUNAS VECES HAY QUE PROHIBIR QUE ALGUNAS IDEAS Y COMENTARIOS SEAN TRANSMITIDAS POR TELEVISIÓN.
  2. NO SE DEBE CONTROLAR LO QUE ES TRANSMITIDO POR TELEVISIÓN
  8. NO SABE/NO RESPONDE
- 36 [URG21B10.]¿Cree usted que en nuestro país hace falta un gobierno de mano dura, o que los problemas pueden resolverse con la participación de todos?
- |   |                        |   |             |
|---|------------------------|---|-------------|
| 1 | MANO DURA              | 7 | NO SABE     |
| 2 | PARTICIPACIÓN DE TODOS | 8 | NO RESPONDE |

36A. ¿Cree usted que el ejército debería combatir la delincuencia o que sólo la policía debería hacerse cargo de esos asuntos?

- 1 EL EJÉRCITO DEBERÍA PARTICIPAR EN LA LUCHA CONTRA LA DELINCUENCIA
- 2 SOLO LA POLICÍA DEBERÍA ENCARGARSE DE COMBATIR LA DELINCUENCIA
- 8 NO SABE/NO RESPONDE

36B ¿Qué tan seguro se siente usted de caminar por la noche en su vecindario? Muy seguro, mas o menos seguro, un poco inseguro o bastante inseguro.

- 1 MUY SEGURO
- 2 MAS O MENOS SEGURO
- 3 UN POCO INSEGURO
- 4. BASTANTE INSEGURO
- 8. NO SABE/NO RESPONDE

Si usted decidiera participar en algunas de las actividades que le voy a mencionar, ¿lo haría usted con toda libertad, con un poco de miedo, o con mucho miedo?

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Y ANOTANDO LAS RESPUESTAS CON EL CÓDIGO CORRESPONDIENTE,  
EN LA HOJA DE RESPUESTAS:**

		CON LIBERTAD	POCO MIEDO	MUCHO MIEDO	NS/NR
40	[DERECHO1.]Participar en resolver problemas de su comunidad	1	2	3	8
41	[DERECHO2.]Votar en una elección nacional	1	2	3	8
42	[DERECHO3.]Participar en una manifestación pacífica	1	2	3	8
43	[DERECHO4.]Postularse para un cargo de elección popular	1	2	3	8

**La gente a veces realiza actividades para lograr algún objetivo popular.  
¿Dígame si usted aprueba o desaprueba que esta gente...**

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EN LA HOJA DE RESPUESTAS**

		SI	NO	INDIFERENTE	NS/NR
44	[E5.]...participe en manifestaciones permitidas por la Ley?	1	2	3	8
45	...cierre una calle o carretera	1	2	3	8
46	[E14.]...invada casas desocupadas, o terrenos desocupados?	1	2	3	8
47	[E2.]...ocupe fábricas, oficinas o edificios?	1	2	3	8
48	[E3.]...trate de derrocar por la fuerza un gobierno que ha sido elegido por el pueblo?	1	2	3	8
49	[E8.]...participe en asociaciones o grupos para tratar de resolver problemas de la comunidad?	1	2	3	8
50	[E11.]...trabaje por un partido o un candidato durante la campaña electoral?	1	2	3	8

De las instituciones y personas que leeré a continuación, voy a pedirle que me diga si tiene mucha, poca o ninguna confianza en ellas. ¿Confía usted mucho, poco o nada en...

**VAYA LEYENDO LA LISTA, REPITIENDO LA PREGUNTA SI ES NECESARIO, Y ANOTANDO EN LA HOJA DE RESPUESTAS CON EL CÓDIGO CORRESPONDIENTE**

		MUCHA	POCA	NADA	NS/NR
51	[B1.]Los Tribunales de Justicia?	1	2	3	8
52	[B13.]El Congreso de la República?	1	2	3	8
53	[B14.]El actual Gobierno?	1	2	3	8
54	[B15.]El Procurador de los Derechos Humanos?	1	2	3	8
55	[B11.]El Tribunal Supremo Electoral?	1	2	3	8
56	[B2.] Otras oficinas públicas?	1	2	3	8
57	[B12.]El Ejército Nacional?	1	2	3	8
58	[B17.]Los Partidos Políticos?	1	2	3	8
58A	La Corte de Constitucionalidad?	1	2	3	8
58B	En su Municipalidad?	1	2	3	8
58C	El Ministerio Público?	1	2	3	8
58D	La Policía?	1	2	3	8

60 [B4.] ¿Se siente usted muy orgulloso, un poco orgulloso o nada orgulloso del sistema de gobierno en Guatemala? \_\_\_\_\_

- 
- 1 MUY ORGULLOSO
  - 2 UN POCO ORGULLOSO
  - 3 NADA ORGULLOSO
  - 8 NO SABE/NO RESPONDE

60A ¿Se siente usted muy orgulloso, un poco orgulloso o nada orgulloso de ser guatemalteco?

- 1 MUY ORGULLOSO
- 2 UN POCO ORGULLOSO
- 3 NADA ORGULLOSO
- 8 NO SABE/NO RESPONDE

60B En una palabra, ¿me puede decir qué es la democracia? [NO LEER OPCIONES]

- |                         |                                |
|-------------------------|--------------------------------|
| 01. LIBERTAD            | 06. LEGALIDAD                  |
| 02. ELECCIONES LIBRES   | 07. CAPITALISMO, LIBRE EMPRESA |
| 03. IGUALDAD            | 10. PARTICIPACIÓN              |
| 04. FORMA DE GOBIERNO   | 11. DERECHO/JUSTICIA           |
| 05. BIENESTAR, PROGRESO | 88. NO SABE/NO RESPONDE        |

60C. ¿Con cuál de las siguientes tres frases está usted más de acuerdo?

- |   |   |
|---|---|
| 1 | LA DEMOCRACIA ES PREFERIBLE A CUALQUIER OTRA FORMA DE GOBIERNO                            |
| 2 | EN ALGUNAS CIRCUNSTANCIAS, UN GOBIERNO AUTORITARIO PUEDE SER PREFERIBLE A UNO DEMOCRÁTICO |
| 3 | A LA GENTE NOS DA LO MISMO UN RÉGIMEN DEMOCRÁTICO QUE UN RÉGIMEN NO DEMOCRÁTICO           |
| 8 | NO SABE/NO RESPONDE   |

61 [M1.]¿Cree usted que el gobierno del Presidente Arzú está trabajando muy bien..., bien..., mal... o muy mal?

**TRATE DE LOGRAR UNA RESPUESTA DEFINIDA.  
SOLO EN CASO EXTREMO, ANOTE LA RESPUESTA  
"REGULAR"**

- |   |          |   |             |
|---|----------|---|-------------|
| 1 | MUY BIEN | 5 | REGULAR     |
| 2 | BIEN     | 7 | NO SABE     |
| 3 | MAL      | 8 | NO RESPONDE |
| 4 | MUY MAL  |   |             |

Si usted pudiera calificar al gobierno del Presidente Arzú en ciertas cosas que ha hecho o ha dejado de hacer, ¿cómo diría que ha trabajado en los siguientes aspectos?

**LEER CADA UNA**

		MUY BIEN	BIEN	MAL	MUY MAL	NS/ NR
61.A1	Combatir la delincuencia?	1	2	3	4	8
61.A2	Combatir la corrupción en el gobierno?	1	2	3	4	8
61.A3	Mejorar la salud?	1	2	3	4	8
61.A4	Ayudar en la educación de los niños?	1	2	3	4	8
61.A5	Cumplir los acuerdos de paz?	1	2	3	4	8

61B Teniendo en cuenta su experiencia o lo que ha oído, ¿la corrupción de los funcionarios públicos está muy generalizada, poco generalizada o nada generalizada?

- |    |                     |
|----|---------------------|
| 1. | MUY GENERALIZADA    |
| 2. | POCO GENERALIZADA   |
| 3. | NADA GENERALIZADA   |
| 8  | NO SABE/NO RESPONDE |

62 [WC1.] ¿Durante el conflicto armado, sufrió usted o algún miembro de su familia algún tipo de violencia política, como secuestros, asesinatos, bombas, o matanzas?.

- 1 SI
- 2 NO
- 8 NO SABE/NO RESPONDE

62A. ¿Considera usted que las personas cuyos familiares fueron víctimas de la violencia política, deberían buscar que se haga justicia o eso ya es cosa del pasado y es mejor para el país que las cosas se queden como están?

- 1. DEBERÍA HACERSE JUSTICIA
- 2. SOLO EN ALGUNOS CASOS DEBERÍA HACERSE JUSTICIA
- 3. ES MEJOR PARA EL PAIS QUE NO BUSQUEN JUSTICIA
- 8. NO RESPONDE

¿Cree usted que las personas o instituciones que voy a mencionar, le dan a los indígenas igual, mejor o peor trato que a los ladinos?

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		MEJOR	IGUAL	PEOR	N/S N/R
69	[IND1]La Policía	1	2	3	8
70	[IND2]El Ejército	1	2	3	8
71	[IND3]Los Tribunales de Justicia	1	2	3	8
72	[IND4]Los maestros de las escuelas	1	2	3	8

72A. Guatemala es un país con muchas culturas. ¿Cree usted que las diferentes culturas deberían unificarse o cada cultura debe de mantener su propia identidad?

- 1. DEBERÍAN UNIRSE
- 2. DEBERÍAN MANTENER SUS PROPIAS CULTURAS
- 8. NO SABE/NO RESPONDE

72B. ¿Cree usted que es probable que en Guatemala se de un conflicto étnico en el futuro?

- 1. ES MUY PROBABLE
- 2. ES POCO PROBABLE
- 3. NO ES PROBABLE
- 8. NO SABE/NO RESPONDE

74 ¿Puede decirme el nombre de algún diputado de este departamento?

**(ESCRIBALO TEXTUALMENTE EN LA HOJA DE RESPUESTAS Y CODIFIQUELO DESPUÉS)**

- 1. CORRECTO
- 2. INCORRECTO
- 7. NO SABE
- 8. NO RESPONDE

75 [GI1A.]¿Puede decirme el nombre del actual Vicepresidente de nuestro país?

- 1 CORRECTO = **LUIS FLORES ASTURIAS**
- 2 INCORRECTO
- 7 NO SABE
- 8 NO RESPONDE

- 76 [GI7.]¿Puede decirme el nombre del actual Presidente de México?
- 1 CORRECTO = **ERNESTO ZEDILLO**
  - 2 INCORRECTO
  - 7 NO SABE
  - 8 NO RESPONDE
- 76A ¿Puede decirme el nombre del Presidente de Estados Unidos?
- 1 CORRECTO= **(WILLIAM) BILL CLINTON**
  - 2 INCORRECTO
  - 7 NO SABE
  - 8 NO RESPONDE
- 77 [IT1]¿Cree usted que la mayoría de la gente es confiable, poco confiable o nada confiable?
- 1 CONFIABLE
  - 2 POCO CONFIABLE
  - 3 NADA CONFIABLE
  - 7 NO SABE
  - 8 NO RESPONDE
- 78 [IT2.]¿Cree usted que la mayoría de la gente se preocupa sólo por sí misma o trata de ayudar al prójimo?
- 1 SOLO POR SI MISMO
  - 2 AYUDAN AL PRÓJIMO
  - 7 NO SABE
  - 8 NO RESPONDE
- 79 [IT3.]¿Cree usted que la mayoría de la gente, si tienen oportunidad, trataría de aprovecharse de usted, o cree que no se aprovecharía?
- 1 LA MAYORÍA SE APROVECHARÍA
  - 2 LA MAYORÍA NO SE APROVECHARÍA
  - 7 NO SABE
  - 8 NO RESPONDE
- 80A Considera usted que los acuerdos de paz son ¿muy buenos para el país, un poco buenos o no son buenos?
- 1 MUY BUENOS
  - 2 UN POCO
  - 3 NO SON BUENOS
  - 8 NO SABE/ NO RESPONDE
- 80B En esta escala, políticamente, ¿dónde se ubicaría usted? **[USAR TARJETA]**
- |           |   |   |        |   |   |   |         |   |    |          |
|-----------|---|---|--------|---|---|---|---------|---|----|----------|
| 1         | 2 | 3 | 4      | 5 | 6 | 7 | 8       | 9 | 10 | 88 NS/NR |
| .....     |   |   |        |   |   |   |         |   |    |          |
| IZQUIERDA |   |   | CENTRO |   |   |   | DERECHA |   |    |          |
- 85 [PP2.]¿Alguna vez ha trabajado por algún partido o por algún candidato durante una campaña electoral?
- 1 SI
  - 2 NO
  - 8 NO RESPONDE

86 [PP1.]En tiempos de elecciones, ¿acostumbra usted aconsejar o tratar de convencer a otras personas por quién votar?  
¿Esto lo hace usted mucho, poco o nunca?

- 1 MUCHO
- 2 POCO
- 3 NUNCA
- 8 NO RESPONDE

Voy a leerle algunos de los problemas que tenemos en el país, para que me diga quién cree usted que puede solucionarlos mejor; si un gobierno civil electo por el pueblo, un gobierno militar electo por el pueblo o un gobierno militar impuesto por la fuerza:

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EN LA HOJA DE RESPUESTAS:**

		GOBIERNO CIVIL ELECTO	GOBIERNO MILITAR ELECTO	GOBIERNO MILITAR IMPUESTO	NINGUNO	N/S N/R
89	[DD1.]El desempleo	1	2	3	4	8
90	[DD2.]Los abusos contra trabajadores y campesinos	1	2	3	4	8
91	[DD4.]La violencia política	1	2	3	4	8
92	[DD5.]La pobreza	1	2	3	4	8
93	[DD6.]Las deudas que tenemos con otros países	1	2	3	4	8
94	[DD7.]La inmoralidad de la gente	1	2	3	4	8
95	El costo de la vida	1	2	3	4	8
96	[DD9.]La delincuencia común	1	2	3	4	8
97	[DD11.]La corrupción en el gobierno	1	2	3	4	8

98 [BC15.]¿Cree usted que alguna vez puede haber razón suficiente para que los militares ocupen el gobierno por la fuerza a través de un golpe de estado, o cree que nunca hay suficiente razón para eso?

- 1 SI PODRÍA HABER RAZÓN
- 2 NUNCA HABRÍA RAZÓN
- 8 NO SABE/NO RESPONDE

Hay personas que siempre hablan mal, o están en contra de lo que hace el gobierno, sea el gobierno actual, el pasado o el que viene Dígame si está usted de acuerdo o en desacuerdo con que esas personas...

**VAYA LEYENDO LA LISTA, REPITIENDO LA PREGUNTA  
SI ES NECESARIO, Y ANOTANDO LAS RESPUESTAS  
CON EL CÓDIGO CORRESPONDIENTE, EN LA  
HOJA DE RESPUESTAS:**

		DE ACUERDO	DESACUERDO	N/R
99	[D1.]...voten?	1	2	8
100	[D2.]...participen en protestas o manifestaciones pacíficas?	1	2	8
101	[D3.]...se propongan para ser electos para cargos públicos (por ejemplo, diputados)	1	2	8
102	[D4.]...usen la radio o la televisión para sus expresiones?	1	2	8



107 [ACR1]En relación con la necesidad de **hacer cambios** de la forma en que está organizada nuestra sociedad, voy a plantearle tres opciones, para que me diga cuál le parece mejor: Cambios radicales por una revolución, reformas graduales, debemos defenderla tal como está

- 1 CAMBIOS RADICALES POR UNA REVOLUCIÓN
- 2 REFORMAS GRADUALES
- 3 DEBEMOS DEFENDERLA TAL COMO ESTÁ
- 7 NO SABE
- 8 NO RESPONDE

107A ¿Sería mejor para el país que más mujeres ocupen cargos públicos, o esto sería malo para el país

- 1. QUE MAS MUJERES OCUPEN CARGOS PÚBLICOS
- 2. SERIA MALO
- 8 NO SABE/NO RESPONDE

107B ¿Cree usted que en este país el grado de la violencia contra las mujeres es: Muy grave, algo grave, no tan grave, grave, no grave o no es un problema.

- 1. MUY GRAVE
- 2. ALGO GRAVE
- 3. NO TAN GRAVE
- 4. GRAVE
- 5. NO GRAVE
- 6. NO ES UN PROBLEMA
- 8. NO SABE/NO RESPONDE

Como últimas preguntas, le voy a pedir algunos datos personales:

108 [Q1C.]¿Se considera usted indígena, o ladino?

- 1 INDÍGENA
- 2 LADINO
- 7 NO SABE
- 8 NO RESPONDE

108a Voy a mencionarle varios grupos de personas y quisiera que me indicara con cuáles de ellos usted se siente mejor: Con los indígenas de su comunidad, con los ladinos de su comunidad , con los indígenas de otras partes del país, con los ladinos de otras partes del país.

- 1 CON LOS INDÍGENAS DE SU COMUNIDAD?
- 2 CON LOS LADINOS DE SU COMUNIDAD?
- 3 CON LOS INDÍGENAS DE OTRAS PARTES DEL PAÍS?
- 4 CON LOS LADINOS DE OTRAS PARTES DEL PAÍS?
- NO LEER LAS SIGUIENTES OPCIONES, SOLO ANOTAR SI LAS RESPUESTAS COINCIDEN**
- 5 CON TODOS?
- 6 CON NINGUNO?
- 7 NO SABE
- 8 NO RESPONDE

109 [Q1B.];¿Habla usted algún idioma indígena?

**SI LA RESPUESTA ES QUE HABLA MAS DE UN IDIOMA INDÍGENA,  
ANOTE EL IDIOMA NATIVO.  
SI EL IDIOMA NATIVO ES EL ESPAÑOL, ANOTE EL IDIOMA INDÍGENA  
QUE MAS UTILIZA EN LA ACTUALIDAD**

- 1 KAQCHIKEL
- 2 MAM
- 3 Q'EQCHI'
- 4 K'ICHE'
- 5 NINGUNO
- 6 IXIL
- 7 OTRO (ESPECIFIQUE) \_\_\_\_\_
- 8 NO RESPONDE

110 [ED.];¿Cuál fue el último grado que aprobó usted en la escuela?

88 NO RECUERDA/NO RESPONDE **SIGA A LA PRÓXIMA PREGUNTA**

00 NO FUE A LA ESCUELA **SIGA A LA PRÓXIMA PREGUNTA**

01 1ero. DE PRIMARIA **SIGA A LA PRÓXIMA PREGUNTA**

02 2do. DE PRIMARIA **SIGA A LA PRÓXIMA PREGUNTA**

03 3ro. DE PRIMARIA **SIGA A LA PRÓXIMA PREGUNTA**

04 4to. DE PRIMARIA **SIGA A LA PRÓXIMA PREGUNTA**

05 5to. DE PRIMARIA **SIGA A LA PRÓXIMA PREGUNTA**

06 6to. DE PRIMARIA ..... **SIGA A LA**

**PRÓXIMA PREGUNTA**

07 1ro. BÁSICO ..... **MARQUE 9 EN LA 111**

**Y PASE A LA PREGUNTA 112**

08 2do. BÁSICO **IDEM**

09 3ro. BÁSICO **IDEM**

10 4to. SECUNDARIA **IDEM**

11 5to. SECUNDARIA **IDEM**

12 6to. SECUNDARIA **IDEM**

13 UNIVERSIDAD INCOMPLETA **IDEM**

14 UNIVERSIDAD COMPLETA **IDEM**

15 POST-GRADO **IDEM**

---

**PARA LOS QUE TIENEN 6 AÑOS O MENOS, DE ESCOLARIDAD**

111 ¿Sabe usted leer y escribir?

- 1 SI
- 2 NO
- 8 NO RESPONDE
- 9 NO APLICA (*6 Años o más de escolaridad*)

112 [Q3.];¿Cuál es su religión?

- 1 CATÓLICA
- 2 CRISTIANA NO CATÓLICA
- 3 OTRA NO CRISTIANA
- 4 NINGUNA
- 8 NO RESPONDE

113A ¿Cuál es su estado civil?

- |                            |                        |
|----------------------------|------------------------|
| 1. SOLTERO [NO DIVORCIADO] | 4. DIVORCIADO/SEPARADO |
| 2. CASADO                  | 5. VIUDO               |
| 3. UNIDO DE HECHO          |                        |

113B ¿Tiene usted hijos? (SI DICE "SÍ,") CUANTOS?\_\_\_\_\_ [00 = no tiene hijos]

113C ¿Cual es su ocupación?

- 01. PROFESIONAL
- 02. OFICINISTA
- 03. TRABAJADOR DE FABRICA
- 04. TRABAJADOR RURAL
- 05. SOLDADO/POLICÍA
- 06. DUEÑO O PROPIETARIO
- 07. ESTUDIANTE
- 08. CHOFER
- 09. EMPLEADA DOMESTICA
- 10. AMA DE CASA
- 11. MAESTRO
- 12. TÉCNICO
- 13. OTRO
- 88. NO RESPONDE

115 [Q6.]¿Trabaja usted y recibe pago o ingresos en dinero por su trabajo?

- 1. SI
- 2. NO..... **MARQUE 99 NO APLICA EN LA P.115A Y PASE A LA P115B.**
- 8. NO RESPONDE
- 9. NO APLICA

115A [Q8.] ¿Cuánto gana, o recibe usted cada mes por su trabajo?

**UBIQUE LA RESPUESTA EN EL RANGO QUE CORRESPONDA**

- |                        |                          |
|------------------------|--------------------------|
| 00. MENOS DE Q.100     | 07. Q.1,751 - Q. 2,000   |
| 01. Q.101 - Q. 200     | 08. Q.2,001 - Q. 3,000   |
| 02. Q.201 - Q. 500     | 09. Q.3,001 - Q. 4,000   |
| 03. Q.501 - Q. 750     | 10. Q.4,001 - Q. 5,000   |
| 04. Q.751 - Q. 1,000   | 11. Q.5,001 - Q. 7,000   |
| 05. Q.1,001 - Q. 1,500 | 12. Q.7,001 - Q. 10,000  |
| 06. Q.1,501 - Q. 1,750 | 13. Q.10,001 - Q. 15,000 |
|                        | 14. MAS DE Q. 15,000     |
| 88. NO RESPONDE        |                          |
| 99. NO APLICA          |                          |

115B [Q9.]¿Entre todas las personas de este hogar, que trabajan, cuánto ganan o reciben por mes?

**UBIQUE LA RESPUESTA EN EL RANGO QUE CORRESPONDA**

00.	MENOS DE Q.100	07.	Q.1,751 - Q. 2,000
01.	Q.101 - Q. 200	08.	Q.2,001 - Q. 3,000
02.	Q.201 - Q. 500	09.	Q.3,001 - Q. 4,000
03.	Q.501 - Q. 750	10.	Q.4,001 - Q. 5,000
04.	Q.751 - Q. 1,000	11.	Q.5,001 - Q. 7,000
05.	Q.1,001 - Q. 1,500	12.	Q.7,001 - Q. 10,000
06.	Q.1,501 - Q. 1,750	13.	Q.10,001 - Q. 15,000
		14.	MAS DE Q. 15,000
77.	NO SABE		
88.	NO RESPONDE		

Finalmente, ¿podría decirme si en su casa tienen...

		NO TIENE	TIENE UNO	MAS DE UNO	N/R
116	[ ]Radio	1	2	3	8
117	[R1.]Televisor a color	1	2	3	8
118	[R2.]Televisor blanco y negro	1	2	3	8
119	[R3.]Refrigerador	1	2	3	8
120	[R6.]Lavadora	1	2	3	8
121	[R5.]Automóvil o tractor	1	2	3	8
122	[R4.]Teléfono	1	2	3	8
122a	[ ] Microonda	1	2	3	8
122b	[ ] Aspiradora	1	2	3	8
122c	[ ] Computadora	1	2	3	8
122d	[ ] Estéreo	1	2	3	8

123 [R12.]¿Con qué cocinan en su casa (qué combustible se emplea para cocinar)?

1	LEÑA	5	ELECTRICIDAD
2	CARBÓN	6	OTRO [NO ESPECIFIQUE]
3	KEROSINA LIQUIDO	8	NO RESPONDE
4	GAS PROPANO		

---

**AGRADEZCA LA ENTREVISTA Y DESPÍDASE**

=====

**CONCLUIDA LA ENTREVISTA, ANOTE  
LO SIGUIENTE EN LA HOJA DE RESPUESTAS:**

**MARQUE EN LA HOJA DE RESPUESTAS EN LA CASILLA IDIOMA, EL IDIOMA EN QUE SE REALIZO LA ENTREVISTA**

1. ESPAÑOL
2. MAM
3. Q'EQCHI'
4. K'ACHIKEL
5. K'ICHE'
6. IXIL

124 [IDIOMA2.]La entrevista se realizó...

- 1 ...totalmente en español.
- 2 ...más en español que en lengua indígena.
- 3 ...mitad en español y mitad en lengua indígena.
- 4 ...más en lengua indígena que en español.
- 5 ...totalmente en lengua indígena.

125 [ ]¿Vestía el entrevistado traje indígena?

- 1 SI
- 2 NO

126 [R11.]¿Qué material pudo observar que predomina en las paredes de la casa?

- |   |                             |   |                         |
|---|-----------------------------|---|-------------------------|
| 1 | CARTÓN/LAMINAS/OTRO SIMILAR | 5 | MADERA TRABAJADA        |
| 2 | CAÑAS                       | 6 | ADOBE                   |
| 3 | BAJAREQUE                   | 7 | LADRILLO/BLOCK/CONCRETO |
| 4 | TABLAS                      | 8 | OTRO [NO ESPECIFIQUE]   |

OBSERVE: ¿Tiene la vivienda...

**CODIFIQUE SU OBSERVACIÓN EN LA HOJA DE RESPUESTAS**

- |                            | SI | NO | NO SE VIO |
|----------------------------|----|----|-----------|
| 127 [R8.]...luz eléctrica? | 1  | 2  | 3         |
| 128 [R9.]...agua entubada? | 1  | 2  | 3         |

130 [R10.]OBSERVE: ¿Qué clase de servicio sanitario tiene la casa?

**CODIFIQUE SU OBSERVACIÓN EN LA HOJA DE RESPUESTAS**

- 1 NO TIENE
- 2 LETRINA
- 3 CUARTO(S) DE BAÑO
- 4 OTRO [NO ESPECIFIQUE]
- 5 NO SE VIO

131 [R13.]OBSERVE: ¿El local de habitación consiste en...

- 1 ...un solo cuarto?
- 2 ...más de un cuarto?
- 3 NO SE VIO

---

**INSTRUCCIONES PARA EL ENTREVISTADOR**  
**PONGA SU NOMBRE Y LUGAR DONDE HIZO LA ENTREVISTA.**